

SECTION

6



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

CONSUMER'S DEPOSIT RECEIPT

Section No. 6
Original Sheet No. 1
Canceling Vol. 1 4th Rev. Sheet No. 1

Page 1 of 1

CONSUMER'S DEPOSIT RECEIPT

Received of: _____ Account _____

Date _____

Deposit Nbr _____

Deposit Amount _____

Service Address
135 WESTGATE RD LOT 150
BOX ELDER SD 57719

A deposit of _____ is received as security for the payment of any amount which may become due Montana-Dakota Utilities Co., for utility services and is not to be considered a payment on account. If at any time a bill of the customer is not paid within 22 days after date of presentation, the deposit may, at the option of the company, be applied to the account thereof.

This deposit will be refunded, with interest, provided all bills have been paid in full and service is no longer desired or when customer has established satisfactory credit in accordance with the public service or utility commission rules. This deposit will bear interest at the rate of **7.00 %** or at a rate equal to the rate required by the public service or utilities commission on an annual basis. Interest shall accrue from the date payment is made on the deposit until the day the deposit is refunded or upon discontinuance of service. Interest shall be credited to the customer's account annually during the month of December. This statement shall constitute a receipt of said deposit and shall not be transferable.

Date Filed: December 30, 2002

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Asst. Vice President-Regulatory Affairs

Docket No.: NG02-011



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 2
Canceling Vol. 1 Original Sheet No. 2.1

NEW CUSTOMER APPLICATION CARD – GENERAL SERVICE

Page 1 of 1

NEW CUSTOMER APPLICATION CARD – GENERAL SERVICE

20902(6-81) (Rev.11/87)

MONTANA-DAKOTA UTILITIES CO.

front

NEW CUSTOMER APPLICATION CARD – GENERAL SERVICE

Business Name: _____ Acct. No.: _____
Service Address: _____
Mailing Address: (If different) _____
Business Phone: _____ Home Phone: _____
Type of Business Activity: _____
Owner of Building: _____ (Name) _____ (Address) _____ (Phone) _____
Type of Service Requested: Electric ☐ Gas ☐ Date Service To Begin: ____/____/____
Previous Address: _____ (Street) _____ (City) _____ (State) _____
Gen. Serv. Cust. of MDU at Prev. Address: Yes ☐ No ☐ (When) _____ (Where) _____
Legal Status: Corporation ☐ Partnership ☐ Sole Proprietorship ☐ (Other) _____
Name, Address and Phone of Owners, Partners, Officers or Local Representatives: _____ (Name) _____ (Address) _____ (Phone) _____

back

Applicant whose signature appears below hereby grants permission to MDU to enter applicant's premises at all reasonable times for the purpose of installing, connecting, reading, inspecting, operating, disconnecting or removing the company pipes, wires, meters or other equipment and warrants that applicant has authority to grant this permission.

Date: _____ Signature: _____

Title: _____

DO NOT WRITE BELOW – FOR OFFICE USE ONLY

Identification: Current Driver's License—State _____ No. _____

OR Social Security Number: _____

Deposit or Security Required: Yes ☐ No ☐ Amt. _____ Date: ____/____/____

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State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2

Section No. 6
Original Sheet No. 3
Canceling Vol. 1 2nd Rev. Sheet No. 3

GAS METER ORDER

Page 1 of 1

MONTANA-DAKOTA UTILITIES CO., GAS METER ORDER

ORDER RECEIVED BY:		HOW RECEIVED: • TELEPHONE <input type="checkbox"/> • IN PERSON <input type="checkbox"/> • LETTER <input type="checkbox"/>		TIME:	NAME OF PERSON PLACING ORDER:		DATE:	TOWN:	ACCOUNT NO.:
CONNECT METER FOR:						DISCONNECT METER FOR:			
TELEPHONE NO.:			MAILING ADDRESS (AND IF DIFFERENT) SERVICE ADDRESS:					CITY LIMITS: IN <input type="checkbox"/> OUT <input type="checkbox"/>	
CUSTOMER CLASS IN:			RATE:		SERVICE REQUESTED: GAS ONLY <input type="checkbox"/> GAS & ELECTRIC <input type="checkbox"/>		PREVIOUS ADDRESS:		
DEPOSIT: NO. \$			NO DEPOSIT REQUIRED: JOB OWNER REFERENCES			FORWARDING ADDRESS:			

METER IN					METER OUT					
COMPANY NO.:		MANUF.:	SERIAL NUMBER:		SIZE:		DATE:		COMPANY NO.:	SERIAL NO.:
DATE:		DIALS:	STANDARD READING:		GAUGE PRESSURE: LBS. _____ OZS. _____		STANDARD READING:		UNCORRECTED READING:	
METER LOCATION: OUTSIDE <input type="checkbox"/> BASEMENT <input type="checkbox"/> MAIN FLOOR <input type="checkbox"/> UPSTAIRS <input type="checkbox"/> GARAGE <input type="checkbox"/> READ OUT <input type="checkbox"/>					<input type="checkbox"/> METER EXCHANGE* <input type="checkbox"/> SEALED AT METER STOP <input type="checkbox"/> SEALED AT RISER STOP <input type="checkbox"/> METER REMOVED* <input type="checkbox"/> CUT OUT AT METER <input type="checkbox"/> SERVICE LEFT ON					
THE FOLLOWING NEEDS TO BE FILLED IN WHEN INTERGRATING INSTRUMENTS OR PRESSURE FACTORS.					REGULATORS: 1ST _____ 2ND _____ ORIFICE SIZE: _____					
					*REASON METER REMOVED <input type="checkbox"/> RANDOM TESTING <input type="checkbox"/> PERIODIC TESTING <input type="checkbox"/> TEST FAILURE LIST <input type="checkbox"/> DAMAGED <input type="checkbox"/> NON REGISTER <input type="checkbox"/> OTHER					
ATMOS. PRESS.	PRESSURE FACTOR	FACTORED METER Yes <input type="checkbox"/> No <input type="checkbox"/>				PILOT INSPECT <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>				
INSTRUMENT	CORRECTING TO CCF	CORRECTED READING				INSULATOR INSPECT <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>				
	10 <input type="checkbox"/> 100 <input type="checkbox"/> 1000 <input type="checkbox"/>					DISTRIBUTION ACCT. <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>				
DIALS	CORRECTING TO CCF	UNCORRECTED READING				TRANSMISSION ACCT. <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>				
	10 <input type="checkbox"/> 100 <input type="checkbox"/> 1000 <input type="checkbox"/>					DELIVERY POINT ID: _____				
WORK DONE BY:		PREMISE TIME:				LINE TAP: _____				
						DELIVERY USE: _____				
						REMARKS: _____ _____ _____ _____ _____				

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State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2

Section No. 6
Original Sheet No. 4
Canceling Vol. 1 6th Rev. Sheet No. 5

STANDARD CUSTOMER BILL

Page 1 of 2

MONTANA-DAKOTA UTILITIES CO.

A Division of MDU Resources Group, Inc.

RATE SCHEDULES AND CUSTOMER INFORMATION ARE
AVAILABLE UPON REQUEST AND CAN BE OBTAINED AT THE
MONTANA-DAKOTA UTILITIES CO. OFFICE LOCATED IN:

H

CHECK HERE FOR MAILING ADDRESS
CHANGE (SHOW CHANGES BELOW)

DIRECT PAYMENTS TO

MONTANA-DAKOTA UTILITIES CO.

AMOUNT PAID IF
DIFFERENT THAN BELOW
\$

PLEASE PAY THIS AMOUNT

\$

PLEASE RETURN THIS STUB WITH YOUR PAYMENT. IF PAYING IN PERSON, BRING THE ENTIRE BILL.

ACCOUNT
NAME
SERVICE
ADDRESS

BILLING DATE
CURRENT BILL
DUE DATE

TYPE OF SERVICE	READING DATE	NO. DAYS	METER READING PRESENT	METER READING PREVIOUS	DIFFERENCE KWH/ACF	BILLING FACTOR FOR MULTIPLE	LEASE KWH/100 DK	AMOUNT
--------------------	-----------------	-------------	--------------------------	---------------------------	-----------------------	--------------------------------	---------------------	--------

UTILITY TYPE	ADJUSTMENTS GAS - PGA ELECTRIC - FCA	AVERAGE DAILY USE	AVERAGE DAILY COST
-----------------	---	----------------------	-----------------------

THE TEMPERATURE THIS BILLING PERIOD
AVERAGED _____ DEGREES
THAN THE SAME PERIOD LAST YEAR AND
DEGREES
THAN THE LAST BILLING PERIOD.

AMOUNT DUE

\$

REVOLVING CHARGE PLAN (RCP)

PAST DUE	PREVIOUS BALANCE	PYMT/CR	FINANCE CHG	PURCHASES	NEW BALANCE	INSTALLMENT DUE
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FORM NO. 2064 (11/70) REV. (10/61)

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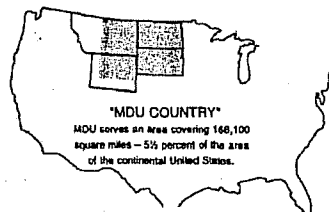
Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

State of South Dakota Gas Rate Schedule – SDPUC Volume No. 2

Section No. 6
Original Sheet No. 4.1

STANDARD CUSTOMER BILL

Page 2 of 2



BALANCED BILLING . . .

Balanced Billing is MDU's voluntary plan to help you budget your utility bills. Because of severe weather in our northern climate, utility bills may fluctuate widely between winter and other seasons.

With Balanced Billing you can reduce the impact of higher winter bills by averaging them with those during lower fuel usage months. It gives you more level bills throughout the year. It puts you in control. Remember, there's no charge for this service.

You can sign up for Balanced Billing by a telephone call to 1-800-MDU-FAST (1-800-638-3278).

THERM BILLING . . .

Mcf Conversion to Therms: Your gas bill is computed using a standard measure of heat energy called a "therm". The thousands of cubic feet (Mcf) used (as measured by your gas meter) are converted to decatherms by multiplying the Mcf's by a factor which is based on heat content and atmospheric pressure of the gas delivered to your premise. Such heat content can vary each month. This conversion ensures that all customers are charged accurately for the heat value of the gas they use.

CODES AND DEFINITIONS . . .

FCAP/GA Fuel Cost Adjustment and Purchased Gas Adjustment: The adjustments shown on your bill are shown per kilowatt hour or per decatherm. These adjustments reflect changes in the cost of fuels and natural gas purchased by MDU. MDU receives no profit from these charges.

Dk - Decatherm: A measure of heat energy. One decatherm contains ten therms or one million British thermal units (Btu's).

Btu - British thermal units: Quantity of heat required to raise the temperature of one pound of water one degree Fahrenheit.

Mcf - Thousand Cubic Feet: The basic measure of the amount of natural gas used.

TF - Thermal Factor: Multiplier used to convert Mcf to decatherms (dk's) by heating value and delivery pressure.

Kwh - Kilowatt-Hour: The basic unit for measuring the use of electricity. It is the amount of electricity used by ten 100-watt light bulbs left on for one hour.

REVOLVING CHARGE PLAN . . .

RCP - Your FINANCE CHARGE is computed at a DAILY RATE OF .0004932, which is a corresponding ANNUAL PERCENTAGE RATE OF 18%. To avoid additional finance charges, pay by the due date shown on the other side of this bill. In case of errors or questions about your bill, write us at P.O. Box 5600, Bismarck, North Dakota 58506-5600.

AE - All Electric	IP - Irrigation Power	PR - Propane Service
AI - Alternate Energy Based Interruptible Gas	IR - Irrigation Time-Of-Day	PT - Power Purchase Time Differentiated
AMT - Amount	IT - Industrial Time-Of-Day	PYMT - Payment
APR - Annual Percentage Rate	KV - Kvar Penalty	RCP - Revolving Charge Plan
AU - All Electric Underground	KW - Kilowatt/Demand	RE - Residential Electric
CG - Commercial Gas	LE - Large General Electric Standby and Supplementary	RF - Residential Fuel-Oil Based
CHG - Charge	LG - Large General Electric	RG - Residential Gas
CJ - Conjunctive	LJ - Large Interruptible General Gas	RS - Residential Dual Fuel Space Heating
CR or (C) - Credit	LP - Loop-Term Power	RT - Residential Time-Day
DE - Demand	LS - Large Power Standby	SD - Special General Controlled Electric
E - Estimated Meter Read	LT - Large General Ele Time-Of-Day	SE - Small General Electric Standby and Supplementary
EH - Electric Heating	MC - Meter Constant	SG - Small General Electric
FE - Firm Energy	ME - Miscellaneous Electric	SI - Small Interruptible General Gas
FG - Feed Grinding	ML - Municipal Lighting	SL - Street Lighting
FS - Firm Gas Service	MP - Municipal Pumping	SM - Small Municipal Electric
FT - Firm Gas Transportation	NB - Net Billing Option	SR - Special Residential Controlled Electric
GE - General Thermal Energy Storage	NF - Non-Firm Non-Time Differentiated	SS - Standby Gas
GG - General Gas Service	NT - Non-Firm Time Differentiated	ST - Small General Ele Time-Of-Day
GS - General Dual Fuel Space Heating	OG - Optional Seasonal General Gas	SU - Supercompressibility
GT - General Electric Time-Of-Day	OS - Optional Seasonal Residential Gas	TG - General Transportation of Gas
GV - Government	P - Pro-Rated Amount	TI - Industrial Transportation of Gas
IC - Interruptible General Gas	PF - Atmospheric Pressure Factor	TR - Residential Thermal Energy Storage
IL - Interruptible Large Power	PG - Parallel Generation	UE - Underground Electric
IN - Industrial Gas	PL - Private Lighting	UW - Uncontrolled Water

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 5
Canceling Original Sheet No. 5

DISCONNECT NOTICE

Page 1 of 1

MONTANA-DAKOTA UTILITIES CO

Account Number: _____ OM

DISCONNECT NOTICE

WE WANT TO CONTINUE OUR DEPENDABLE SERVICE TO YOU,
OUR VALUED CUSTOMER, BUT YOU MUST TAKE ACTION NOW.

Date: _____

Service Address: _____

Payment of your service account is now past due. Your service will be disconnected on _____ unless your past due amount is paid in full or satisfactory arrangements are made before this date. If service is disconnected, payment in full and a reconnect fee of _____ plus applicable taxes to restore service during normal working hours, plus a deposit or additional deposit of _____ will be required before service is restored.

**PLEASE CONTACT US NOW TO AVOID ANY INCONVENIENCE
THANK YOU.**

	PAST DUE	CURRENT	ACCT BALANCE
UTILITY:			
DEPOSIT:	\$0.00	\$0.00	\$0.00

DIRECT INQUIRIES TO:
MONTANA-DAKOTA UTILITIES CO
PO BOX 1080
RAPID CITY SD 57709
1 605 342 0187

DIRECT UNRESOLVED COMPLAINTS TO:
SD PUBLIC UTILITIES COMMISSION
500 E CAPITOL
PIERRE SD 57501
1 800 332 1782

DIRECT PAYMENTS TO:
MONTANA-DAKOTA UTILITIES CO
PO BOX 5600
BISMARCK ND 58506-5600

Date Filed: June 7, 2004

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Asst. Vice President-Regulatory Affairs



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 6
Canceling Vol. 1 1st Rev. Sheet No. 7

APPLICATION FOR INTERRUPTIBLE NATURAL GAS SERVICE

Page 1 of 1

20474(7-88)
(Rev. 9/85)

MONTANA-DAKOTA UTILITIES CO.
A Division of MDU Resources Group, Inc.

APPLICATION FOR INTERRUPTIBLE NATURAL GAS SERVICE

Dated: _____

The undersigned hereby makes application to Montana-Dakota Utilities Co., hereinafter referred to as the Company, for interruptible natural gas service, at the location shown below.

- (A) Application is a non-residential retail gas customer of the Company and in order to secure a rate differential as provided under the terms and conditions of the Company's Rate Schedule _____, Applicant agrees to discontinue use of natural gas immediately upon notice from the Company, on natural gas equipment having alternate fuel capability or on such equipment which qualifies customer for interruptible service. Applicant agrees not to resume the use of natural gas during periods of interruption until informed that it may do so by the Company.
- (B) During periods of interruption, applicant may continue the use of natural gas on firm usage equipment as listed below.
- (C) Company's rates and services are subject to regulation and Applicant will be bound by any changes as approved by the applicable regulatory authorities.

INTERRUPTIBLE EQUIPMENT

<u>Type & No. of Units</u>	<u>Input (cfh)</u>	<u>Standby Fuel</u>	<u>Peak Day Usage (MCF)</u>

FIRM USAGE EQUIPMENT

<u>Type & No. of Units</u>	<u>Input (cfh)</u>	<u>Peak Day Usage (MCF)</u>

APPLICANT: _____ BY: _____
ADDRESS: _____
CITY AND STATE: _____
MDU CUSTOMER ACCOUNT NO.: _____

APPROVED:

MONTANA-DAKOTA UTILITIES CO.,
A Division of MDU Resources Group, Inc.

By: _____
(Division Manager)

DISTRIBUTION:
1 Copy to Division Gas Superintendent
1 Copy to Division Manager
1 Copy to Division Accounting Administrator
1 Copy to Gas Dispatching Superintendent
(WBI-Glendive)
1 Copy to Customer

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 7
Canceling Original Sheet No. 7

CUSTOMER INFORMATION BOOKLET

Page 1 of 2.



**MONTANA-DAKOTA
UTILITIES CO.**

Customer Reference Guide

Important Utility Information



**In the
Community
to Serve[®]**



MONTANA-DAKOTA
UTILITIES CO.

Customer Reference Guide

Important Utility Information



**In the
Community
to Serve^(H)**

We're here to serve you...



Welcome!

We're pleased to have you as a Montana-Dakota customer and have prepared this handy booklet for you to use as a reference tool for when you have questions.

Inside, you will find information on most utility issues and some of the additional products and services Montana-Dakota offers.

As always, Montana-Dakota employees are available to help with your questions. When you call 1-800-MDU FAST (1-800-638-3278), your call will be answered by a knowledgeable employee who is equipped to handle all your energy needs....

...That's what we do at MDU.



**In the Community
to Serve®**

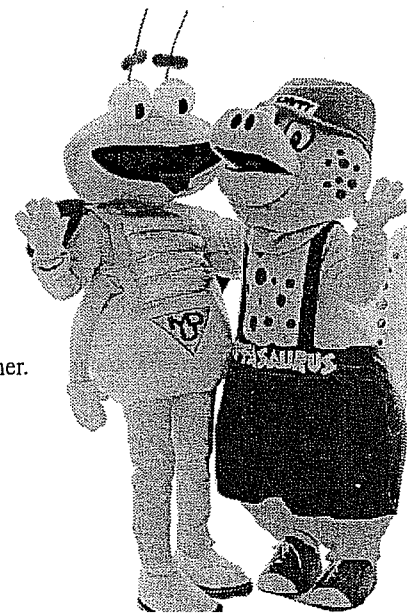
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Welcome to MDU

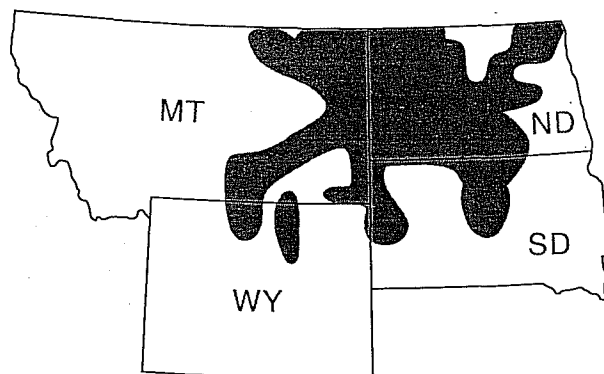
We hope this booklet will serve as a valuable reference tool for you. It might be a good idea to keep it handy - should you have questions about our products and services in the future.

If you should have any additional questions, please call us at 1-800-MDU-FAST (1-800-638-3278) and a knowledgeable MDU employee will be happy to assist you further.



Contents

This is Montana-Dakota Country... ○



"In the Community to Serve"

Montana-Dakota Utilities Co. (Montana-Dakota) didn't come about overnight. No, it's taken well over 78 years of hard work to grow from a small electric company serving a handful of farm communities to a large regional energy supplier. During those years of growth, we changed our name a few times, acquired a number of smaller companies and progressed side by side with those we serve.

Today, we're a Division of MDU Resources Group, Inc., a diversified energy company. We provide retail natural gas and/or electric service to parts of Montana, North Dakota, South Dakota and Wyoming. Our service area covers over 168,000 square miles (5.5 percent of the continental USA) and we serve a population of about 550,000.

Over the years, Montana-Dakota has adopted the slogan "*In the Community to Serve*," and we believe in those words. Our success as a company is rooted in the growth and prosperity of our communities. We're committed to help meet tomorrow's challenges and opportunities by providing affordable and reliable energy services.

○ Or Our Natural Gas Customers...

Natural gas is a naturally occurring mixture of gas found underground. It is usually found along with oil deposits, but can be found in deposits alone. Natural gas, like oil, is harvested from underground by drilling wells deep into the earth. In its natural state, natural gas is a colorless and odorless fuel. Natural gas is the cleanest most efficient energy source available to us today. We maintain a constant, reliable supply to meet your needs. The natural gas we purchase is produced from abundant regional sources and is not vulnerable to supply disruptions by foreign governments.

Natural gas is also a very safe fuel. But, like other products in your home, it can be hazardous if misused. *Natural gas is given a distinct odor for your safety. If you smell gas, leave your home, then call us immediately.* We will respond to all natural gas emergency requests at no charge when it is related to Montana-Dakota's energy system.

Since natural gas is odorless, it is odorized for safety reasons. Each year we enclose a scratch-and-sniff insert with your utility bill so you and your family can recognize the odor associated with a natural gas leak. (See sample in the back of this book.)

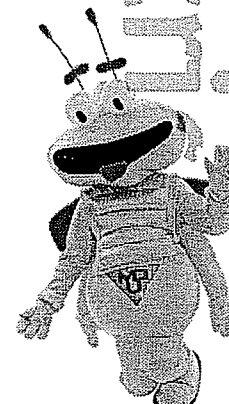
If you smell this odor call 911, or contact Montana-Dakota at 1-800-MDU-FAST (1-800-638-3278).

○ Or Our Electric Customers...

We take pride in our record of reliable electric service. People never realize how much they depend on this silent servant until it is interrupted by a bad storm or equipment failure.

If your power should go out:

- Find out if neighboring homes still have electric service.
- If they still have power, check your fuse box or circuit breaker panel.
- If a fuse is blown, or a circuit breaker is open, turn off the lights and appliances on that circuit. This will help prevent damage to your appliances and your electrical system as well.
- Replace the fuse with the correct amperage for that circuit or turn on the breaker.
- If a fuse continues to blow or breaker to open, call an electrician to find and repair the problem.
- When the electric outage is not confined to your home, disconnect or turn off as many electrical appliances and lights as possible. This will help protect your equipment and reduce the initial demand for electricity when the power is reconnected.



- Call Montana-Dakota at 1-800-MDU-FAST (1-800-638-32) to report any outage not confined to your home, unless you know a neighbor has already reported it.

Montana-Dakota's primary goal is to furnish safe and reliable electric service at fair rates. Our electric system is widespread and exposed to storms and other factors we cannot control. Although we employ the latest techniques in equipment and operating methods to maintain adequate service, we cannot guarantee uninterrupted power. If you have computers and other sensitive equipment that require high grade, uninterrupted power, you should check with your computer equipment supplier or Montana-Dakota Utilities for information on devices that will ensure the power quality you need.

How You Buy Energy...

Every time you flip a switch or turn a dial you buy energy. It's our job to bring electricity and/or natural gas to your meters, but you are responsible for how it is used inside your home. You do have control over your bill. By being aware of how you use energy, and by eliminating waste, you may be able to reduce your bill.

Natural Gas: Your natural gas meter measures the volume of gas you use each billing period. Your bill shows the difference between your meter's present and previous readings in units called "Mcf" (an Mcf is one thousand cubic feet). Since the energy content of Mcf of natural gas varies slightly throughout our service area, we convert the volume of gas you use to energy units called "decatherms" (a decatherm, or dk, equals one million British Thermal Units of energy). By doing this, we ensure you are billed for the amount of energy you used based on the energy content of natural gas for your locality.

Electricity: Your consumption of electricity is measured and billed in units called kilowatt-hours (kwh). The number of kilowatt-hours you use each month is shown on your bill. Light bulbs can be used to help you understand kilowatt-hours. If you turn on ten 100-watt bulbs, you create a demand of 1,000 watts or one kilowatt of electricity (10 bulbs x 100 watts). If those 10 bulbs burn for one hour, you've used one kilowatt-hour of electricity. If the lights burn for three hours, you have used 3 kwh. The expected demand in kilowatts is indicated on most electrical appliances.

Meters: Your electric and natural gas meters measure how much energy you use. Meters are accurate instruments and care must be taken to ensure they are not damaged. Tampering with a utility meter is not only a criminal offense, it is dangerous too.

A utility representative reads your meter about the same date every month. If we are unable to read your meter because of extreme weather conditions, or if the meter is located inside your home and you're not there, we may have to estimate usage on your bill that month. Any difference between our estimate and your actual usage will be corrected automatically the next time your meter is read.

After your meter is read, your bill is calculated according to the rates that have been approved by the Public Service Commission (PSC) or the Public Utilities Commission (PUC) of your state. Copies of these rates are available at your local Montana-Dakota office. When there is a change in rates, an explanation of the change is included with your utility bill.

Conservation & Safety Tips

Saving Energy and Money...

Managing your utility bill begins at home with you. There are three ways to help hold household energy costs down.

Weatherize your home: Projects can be as simple as caulking and weather stripping around windows and doors to a major undertaking like adding wall insulation. Montana-Dakota can provide you with free booklets that contain everything from conservation tips to "how to's" on weatherization projects.

Change your living habits: You can also save energy by reducing the temperature setting on your water heater to the "warm" position and adjust your winter thermostat temperature down at night. Pull the drapes to minimize heat loss through windows.

Use appliances and equipment that are more energy efficient:

Most appliance dealers and heating contractors sell products that are much more energy efficient than those available just a decade ago. Insist on a high efficiency model when you make your next major appliance purchase.

CAUTION: Montana-Dakota fully supports energy conservation, but we feel it is important to inform you about two dangers that might result from improper energy conservation practices. We do not mean to frighten you - just inform you.

Hypothermia: Heating is the major consumer of energy in the home. To conserve energy, some people turn the heat down. This is great for healthy, active people who can just put on a sweater and feel comfortable. But, young children, people confined to a bed or chair due to illness, and the elderly may be in serious danger of accidental hypothermia.

Hypothermia ("hypo" - below, and "thermia" - temperature) is the result of the body not being able to produce enough heat. It is sometimes confused with "hyperthermia" which means abnormally high temperature.

With hypothermia, the body temperature drops lower than 94° F. at a point when uncontrollable shivering begins. As the body cools further, shivering will continue until it gets to 90° F., when it reaches the danger area. Below this temperature, a life-threatening situation is present and, if left untreated, can result in death.

Here are some symptoms of hypothermia:

- Skin is pale and waxy. Face may be puffy and swollen.
- Trembling may occur, accompanied by chills, but not always.
- The person may feel warm.
- Speech slows and words become slurred.
- The person becomes forgetful.
- The person becomes very tired.

Since mental confusion is one of the first symptoms, the person is normally not aware of what is happening. **Hypothermia, even in early stages, needs immediate attention!** If you can't reach a doctor, take the person to a hospital immediately.

Remember...everyone is susceptible to hypothermia if the conditions are right. Pay particular attention to those that appear overly tired or cold.

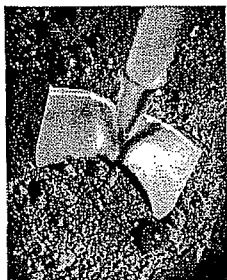
The best solution to hypothermia, of course, is to prevent it from happening. Keep your home warm enough so additional layers of clothing or bedding will prevent the first chill. Your doctor is your best source of additional information on hypothermia.

Back Drafting: In our efforts to reduce heating costs, many of us have turned to woodburning fireplaces and stoves as supplementary sources of heat along with natural gas furnaces. It's a good idea, but many homes are often too tight to provide adequate air for the safe operation of open flame heating systems (fireplaces, wood/coal stoves, natural gas furnaces, etc.). We feel that everyone should try to conserve energy, but after you weatherize you may need to add a combustion air source to prevent back drafting.

Fireplaces require a lot of air. If there is not enough air to satisfy the requirements of a fireplace or wood stove as well as a furnace or water heater all burning at the same time, the fireplace draft can pull toxic combustion products from these gas appliances back into the living area. This condition can seriously endanger health. The products of combustion (which may contain carbon monoxide) must be continuously removed while the fireplace or stove is operating. In fact, any device that exhausts air from the home (including kitchen or bathroom exhaust fans) can contribute to the back drafting problem.

To Check for Back Drafting: Start a fire in the fireplace on a cold day and after a few minutes, touch the vent pipe of the furnace, water heater, or any space heater. (*Careful, they may be very hot!*) If the vent is cold, your fireplace could be creating a dangerous back draft. Turn down the thermostats and water heater temperature controls, let the fireplace burn down and call a heating contractor or a Montana-Dakota serviceman.

Anyone requiring life-sustaining equipment must have an emergency standby power supply.



Montana
1-800-424-5555

North Dakota
1-800-795-0555

South Dakota
1-800-781-7474

Wyoming
1-800-849-2476

Life-Sustaining Equipment...Please read carefully

Life-sustaining equipment includes any electrically operated support system.

If you are a landlord with tenants using such equipment, please advise them of the safety equipment requirement to have an emergency standby power supply.

Montana-Dakota does everything possible to provide reliable service. But, because of weather, mechanical failure, and other circumstances beyond our control, we cannot guarantee uninterrupted electric service.

Important Reminders...

Before You Dig: If you plan on digging on your property for any excavating, to plant trees or shrubs, or to put in fence posts, please call the applicable one-call centers two working days prior to digging to have your service lines located, (see left hand column).

There is no charge during normal working hours. You should have the service line located *before* you begin any repairs to water or sewer lines, foundation for additions to your house, constructing a fence, planting trees, pouring a patio or driveway, or any other excavation which requires deep holes or trenches on your property.

We sincerely hope that you will always call for location of your service lines *before* you start digging so that damage to the service line can be avoided. But, should you damage your service line, even if only the pipe coating is damaged, please call 1-800-MDU-FAST (1-800-638-3278) and have someone inspect and repair the damage immediately. *Never backfill or cover a damaged line until repairs have been made by Montana-Dakota. Damaged lines may corrode causing them to leak in the future and possible harm your family.*

Buried Gas Line: If you have a buried gas line to your garage, shop, barbecue grill, gas light or any other location, United States Department of Transportation rules effective on August 14, 1995, apply to you.

Montana-Dakota operates and maintains all gas piping through your gas meter in accordance with Federal Gas Pipeline Safety Regulations. But buried gas lines downstream of the meter are your responsibility and subject to the same inspection and maintenance requirements as similar company-owned lines. That is, they must be monitored for corrosion and leakage. If unsafe conditions are found, buried lines must be repaired or disconnected.

When excavating near buried gas piping, the piping should be located in advance and the excavation around the piping must be done by hand.

er The Storm:

- Storms can down power lines. **Storm-downed lines should always be considered dangerous – so stay at least six feet away.**
- Power lines draped over highway barriers or fences can energize them for great distances. **Don't touch anything that's in contact with the wire.**
- If a power line falls on your car, **stay in your car.** You're safe as long as you do.
- Never try to cut fallen wires.
- Consider every fallen wire dangerous. **Report it to authorities or call Montana-Dakota.**

To help insure uninterrupted gas service to your home:

- Keep gas meters and regulators free of heavy accumulations of ice or snow.
- Do not strike meter when using snow blower, blades or shovels.
- Do not place metal objects close to the meter set.

Heavy snows, ice falling from eaves and various other problems can cause meters to snap off customer piping and interrupt service. Snow covering meters may cause the meter safety equipment to shut off service to your home.

If your natural gas service is interrupted, for any reason, please call. We appreciate your cooperation.

Dog Days: On an average day, our meter readers visit 10,000 homes and businesses in our service area. Each day several will have painful skirmishes with a family dog and some will require medical attention.

We understand that dogs are being loyal and protecting their turf, but, that loyalty can cause you a lot of hassle. If your dog blocks access to your gas or electric meter, you may receive an estimated bill. If your pet bites one of our meter readers it could be impounded for medical tests.

You can avoid a lot of inconvenience and, at the same time, help us serve you more efficiently by following a few simple tips:

- Try to be aware when we will be reading your meter and take special precautions around that time. You can estimate when we will be at your house by looking at the "Reading Date" entry on your utility bill. We'll read about the same day each month.
- Secure pets well away from your meter(s) and place their food and water away from the meter.

Services

In general, try to give us clear access to your meter(s). Dogs are the most hazardous obstacles, but not the only ones. Please avoid hanging ropes and garden hoses around the meter. Trim bushes, shrubs and large flowers so they don't completely cover the meter.

Special Services for You...

In addition to utility service and programs mentioned earlier in this booklet, Montana-Dakota offers other services. Visit the nearest Montana-Dakota office for further information or call us at 1-800-MDU-FAST (1-800-638-3278).

Programs and Speakers: A variety of subjects are available at no charge to civic groups, senior clubs and other organizations.

Gatekeeper Program: Many Montana-Dakota employees are trained to recognize possible problems with elderly and disabled customers. Those employees alert local social service agencies when the well-being of those customers appears to be threatened.

Our Monthly Utility Bill

MONTANA-DAKOTA UTILITIES CO.
A Division of MDU Resources Group, Inc.
RATE SCHEDULES AND CUSTOMER INFORMATION ARE AVAILABLE UPON REQUEST AND CAN BE OBTAINED AT THE MONTANA-DAKOTA UTILITIES CO. OFFICE LOCATED AT

☐ CHECK HERE FOR MAILING ADDRESS CHANGE (SHOW CHANGES BELOW)

SERVICE PAYMENTS TO
MONTANA-DAKOTA UTILITIES CO.

1

2

4

AMOUNT PAID IF DIFFERENT FROM BELOW	3
PLEASE PAY	
\$	

PLEASE RETURN THIS STUB WITH YOUR PAYMENT. IF PAYING IN PERSON, BRING THE ENTIRE BILL.

ACCOUNT NAME SERVICE ADDRESS										5					BILLING DATE 6		CURRENT BILL 7		
TYPE OF SERVICE	PLACING DATE	NO. OF DAYS	METER READING (PREVIOUS)	METER READING (CURRENT)	DIFFERENCE (KWH)	BILLING FACTOR	LOAD FACTOR	LOAD FACTOR	LOAD FACTOR	LOAD FACTOR	LOAD FACTOR	LOAD FACTOR	LOAD FACTOR	LOAD FACTOR	LOAD FACTOR	LOAD FACTOR	LOAD FACTOR		
8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25		
UTILITY TYPE										AVERAGE DAILY USE		AVERAGE DAILY COST		THE TEMPERATURE THIS BILLING PERIOD AVERAGED		AMOUNT DUE			
16										17		18		19		20			
21										22		23		24		25			
REVOLVING CHARGE PLAN (RCP)										PREVIOUS BALANCE		FINANCE CHG		PURCHASES		NEW BALANCE		INSTALLMENT DUE	
26										27		28		29		30			

How to Read Your Utility Bill

Upper Portion (Return with payment)

1. Address of the Montana-Dakota payment processing center.
2. Your name and mailing address.
3. **Pay This Amount:** The amount you owe Montana-Dakota for this billing period.
4. Tear horizontally along perforation. The entire stub (upper portion) is to be returned to Montana-Dakota with your payment for prompt crediting of your account.

Other numbers and letters that appear on the upper portion of your bill are for Montana-Dakota office purposes only. Please do not write on or make any marks on the upper portion of your bill.

5. **Account Name and Service Address:** This number and name identifies your account on our records. It is the address where natural gas and/or electricity is used. We can serve you faster if you have this information available when you inquire about your bill.
6. **Billing Date:** The date this bill was printed.
7. **Due Date:** The date your bill for this month is due. A late payment charge may be added to overdue bills.
8. **Type of Service:** A two-letter code indicates your type of service. An explanation of your code(s) can be found on the back of your bill.
9. **Reading Date:** The date your meter was read.
10. **Number of Days:** The number of days between your present and previous meter readings. It shows the number of days of service covered by this bill.
11. **Meter Readings:** These numbers are the dial readings which appear on the face of your meter.
12. **Difference:** The amount of natural gas or electricity consumed. It is derived by subtracting the previous meter reading from the present meter reading.
13. **Billing Factor (natural gas only):** You'll notice a "TF" is displayed in the "for" column and a factor in the "multiplier" column. "TF" stands for thermal factor. A thermal factor is a combination of the energy content of the gas and the average atmospheric pressure at your location. The volume of natural gas displayed in the "difference" column is multiplied by the thermal factor to provide the total decatherms (dk) used.

Usage kwh-kw-dk: Shows the amount of electricity (kwh), metered demand for general service customers (kw) and natural gas (dk) you used during the billing period. Residential accounts are not billed for electric demand (kw).

15. **Amount:** Your total price for electricity, natural gas or other services.
16. **Utility Type:** Natural gas and/or electric.
17. **Electric Cost of Fuel Adjustment (FCA) and Purchased Gas Adjustment (PGA):** The adjustments are shown per kilowatt-hour or per decatherm of natural gas used. These adjustments reflect changes in the cost of fuels and natural gas purchased by Montana-Dakota. Montana-Dakota receives no profit from these charges. FCA and PGA changes are subject to review by the state regulatory commissions.
18. **Your Average Daily Usage This Month:** This figure shows your average daily usage of electricity and/or natural gas during the current billing period.
19. **Your Average Daily Cost This Month:** This value shows how much it cost you for electricity and/or natural gas for the average day during the current billing period.
20. **Temperature differences:** This column compares the average temperature of the current billing period to your average temperature last month as well as last year.
21. **Inquiries:** For any inquiries about your Montana-Dakota bill, use the address and/or telephone number listed here.
22. **Other Services:** This part of the bill shows any business, other than the amount due for your natural gas or electric utility service. For example: you may have purchased a new appliance or had service call. If you have questions about your bill, call 1-800-MDU-FAST (1-800-638-3278). We'd be happy to help you better understand our billing procedures.

Payment & Billing Options

By mail: A return envelope is included with your bill. Don't forget to include the upper portion of your bill along with a check or money order. It is not a good idea to send cash through the mail. To ensure crediting to your account, please put the proper stamp on your envelope or the Post Office will return it to you.

In person: At your nearest Montana-Dakota office. Please bring your utility bill with you.

At payment drop boxes or local merchants: Which are authorized by Montana-Dakota to accept your payments. Call 1-800-MDU-FAST (1-800-638-3278) to find out if you can pay your bill in your community.

Direct bank payment: Our "Easy-Pay" plan allows you to have your bill automatically deducted from your bank account.

Here's how it works:

Each month you'll receive your Montana-Dakota bill as usual. Then 14 to 18 calendar days after the billing date, your financial institution will deduct your payment from your checking or savings account.

By taking advantage of Easy-Pay, you will be saving on postage and additional check writing. Best yet, the service is free.

Balanced Billing: Balanced Billing takes the guesswork out of budgeting and levels out your monthly Montana-Dakota bill so you can reduce fluctuations brought on by changes in weather and the price of energy.

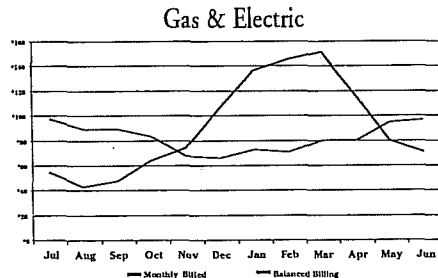
Here how it works:

With Balanced Billing, your monthly natural gas bill is based on your average usage over the past 12 months at the current price of natural gas or electricity.

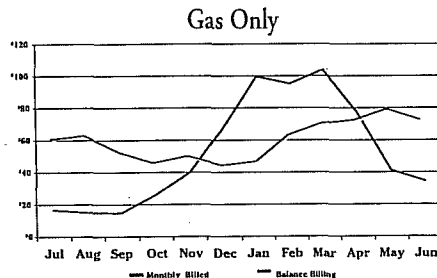
Balanced Billing is a free service. To learn more or enroll call 1-800-MDU-FAST (1-800-638-3278).



Example: The following graph is an illustration of how an actual MDU *natural gas and electric* customer's bill looks like on Balanced Billing – and what it would look like without balanced billing.



Example: The following graph is an illustration of how an actual MDU *natural gas* customer's bill looks like on Balanced Billing – and what it would look like without balanced billing.



Credit card, by phone or internet: Paying by credit card is another payment option to help simplify your life and save you time. You can pay your MDU bill by credit card (Mastercard, Visa, or Discover) or by electronic check. A convenience fee of 2.8% of the total payment will be added to your credit card charge or deducted from your bank account if using an electronic check, and noted on your credit card or bank statement as a transaction fee from Speedpay. There's no need to sign up - just have your MDU bill in hand when you make the call or log-on - it's that easy!

Here how it works:

Each time a payment is authorized, by phone or on-line, you are reminded of the convenience fee and given the opportunity to accept the fee or end the transaction. Payments made after 4:00 PM Central Time will be processed the next business day. Services are provided by Speedpay.



Why Your Monthly Bills Vary

There are many reasons why your utility bill may vary from month to month. Here are some examples:

Weather: Cold, windy weather forces your furnace to provide more heat to keep your home comfortable. Likewise, hot, humid summers cause your air conditioner to use more energy to cool your home.

Longer Nights: Winter months bring shorter days and longer nights, which mean you'll have more indoor activity and use more energy.

Change in Life-style: House guests, illness, new baby, and so on can mean more showers, more laundry and more cooking. Each increases energy use, even if only for a short time.

Vacations: Your home will probably use less energy when you're away. But, remember your refrigerator, furnace and other appliances continue to operate (and use energy) while you are gone.

Appliances: Adding appliances or appliances that need cleaning or repair usually use more energy.

Seasonal Uses: Car engine heaters that help start your car in the winter or the extra refrigerator you use to cool additional food and beverages are examples of items that could increase your bills during various times of the year.

Number of Billing Days: Your billing days may vary. The more days you've used energy, the higher your bill will be. Your utility bill tells you how many days your bill covers.

Other Services: You may have incurred a charge for some service or purchased an appliance from Montana-Dakota. These costs added to your regular charge for energy will increase the total amount of your bill.

Why is my utility bill different from my neighbor's?

Housing Differences: The type of construction, size and location of a house have a lot to do with how much energy it uses. A large, well-insulated house protected from the wind may use less heating energy than a small, poorly insulated house exposed to cold winter gusts.

Differences in Occupancy: A dwelling's utility costs are also affected by its number of occupants, their ages and living habits. Since preferences in room temperatures, laundering, bathing and cooking styles differ among households, differences can be expected in the amount of energy used.

Appliances: The number and size of appliances found in a home and how often they are used can significantly affect energy usage, especially electricity.

Life-style: People who stay-at-home tend to use more energy than those who are out frequently.

What to Do if You Have Trouble Paying

Montana-Dakota is concerned when customers have difficulty paying their utility bills. If you experience trouble paying your bill on time, call us.

Payment Arrangements: Payment arrangements can be made to help get your payments back on schedule. The amount of each payment is based on: the amount of the unpaid balance; the customer's ability to pay; the customer's payment record; and the length of time the bill has been outstanding.

Energy Assistance: The federal government provides funding to each state to assist low-income households in paying their energy bills. In some areas, there are also private, charitable funds available for emergency assistance. Montana-Dakota can direct you to the agencies responsible for these programs.

Weatherization Programs: Assistance is available through some government agencies to weatherize eligible low-income homes.

ding insulation, caulking and weather stripping are examples of the weatherization measures available at no cost to the homeowner. The added measures not only reduce the home's heating needs, but also improve its comfort.

Third Party Notice: Any Montana-Dakota customer can voluntarily select another person to be notified before utility service is disconnected. This "third party" is selected by the customer and usually is a friend, relative, clergyman or government agency. The third party program is strictly confidential.

The purpose of the third party is to make sure the customer receives and understands the disconnection notice and to help take action to prevent disconnection. Your local Montana-Dakota office will start the program after receiving a request from you or another responsible person.

When You Want to Contact Us...

Montana-Dakota Utilities Co. has a convenient 1-800 number. You can rely on knowledgeable employees to answer your questions. For all your utility needs, call 1-800-MDU-FAST (1-800-638-3278).

When You Want to Contact the...

Public Service Commission/Public Utilities Commission
Montana-Dakota considers it a privilege to serve you. Serving you quickly and efficiently is important to Montana-Dakota and we encourage you to contact us whenever you have a question or a problem with your utility service.

Your state's Public Service/Utilities Commission regulates Montana-Dakota and is available for consultation on utility matters. You may call the office in your area (see right hand column).

Your Rights & Remedies...

The Public Service/Utilities Commission (Commission) in each state has established rules for you and Montana-Dakota, which must be followed before your utility service may be disconnected. Montana-Dakota provides you this information to advise you of your rights and to tell you how to avoid having your natural gas and/or electricity service disconnected. If you would like additional help in understanding the rules, please call us at 1-800-MDU-FAST (1-800-638-3278).

Montana Public
Service Commission
1-800-646-6150
Helena, MT 59620

North Dakota Publ
Service Commission
1-701-328-2400
Bismarck, ND 58502

South Dakota Publ
Utilities Commissi
1-605-773-3201
Pierre, SD 57501

Wyoming Public
Service Commissio
1-888-570-9905
Cheyenne, WY 82002

Contact Us

We do not like to disconnect or refuse service to a customer, but sometimes we must.

Some reasons for involuntary disconnection are:

1. You have not paid your bill on time. Bills are due when received and become delinquent if they are not paid by the due date shown on the bill. If you cannot pay your Montana-Dakota bill on time, please call us at 1-800-MDU-FAST (1-800-638-3278). Arrangements may be made for payment of bills before a *notice of disconnection of service* is necessary. (See page 16.)
2. It has been determined that the meter or other equipment installed by Montana-Dakota has been tampered with, there has been a diversion of services, natural gas or electricity have been utilized before the energy has passed through a meter installed by Montana-Dakota, or a condition dangerous to life and property exists on your premises.
3. Safety is important to Montana-Dakota, that's why we enforce building codes pertaining to installation and operation of equipment and appliances, or for use of equipment which interferes with or affects the service to other customers. You will be given reasonable opportunity to change or disconnect such equipment.
4. Warning notice process. Prior to your service being disconnected, Montana-Dakota will give you written notice shut-off. This notice will inform you of the necessary action required as well as a specific date that the action needs to be completed in order to avoid the pending disconnection of service.

After being notified, you may prevent disconnection by one of the following:

1. Paying the delinquent bill in full any time before actual disconnection of service takes place. The payment can be delivered to your nearest Montana-Dakota office.
2. Contact us to discuss a deferred installment agreement with Montana-Dakota for payment of the delinquent bill. If you enter into a deferred installment agreement, you must pay the delinquent account on or before the date specified in accordance with the deferred installment agreement plus the current bill. If you default on the terms of the installment payment agreement, Montana-Dakota may discontinue your service. You also have the opportunity to enter into an average monthly payment plan for future service. This is called the Balance Billing payment plan. (See page 14 for more details).

utes

Any time you receive a service bill from Montana-Dakota which you feel is wrong, please call us at 1-800-MDU-FAST (1-800-638-3278).

You have the right to dispute your service bill before the Commission. You may choose one of two ways:

1. Pay the disputed bill to Montana-Dakota under protest, to prevent disconnection for non-payment. Montana-Dakota will notify the Commission of the dispute and Montana-Dakota will refund any part of the payment made under protest found by the Commission to be in error.
2. Request a formal hearing before the Commission on the dispute and Montana-Dakota will not disconnect service for non-payment of the disputed portion of the bill until a final decision has been issued by the Commission.

Reconnection Process

If your service has been disconnected for nonpayment of a bill, you will be required to pay a reconnection fee; make an initial or additional deposit if required; and make a satisfactory settlement for the delinquent bill and for service rendered between the last reading date and the date service was disconnected.

Connecting & Disconnecting Service...

Try to make it as convenient as possible for you to begin or end natural gas and/or electric service. Here are some tips that will make it easier:

- Call 1-800-MDU-FAST (1-800-638-3278) and let us know the date you want service to start or stop. Please contact us as far in advance as possible.
- Access to your home may be required in order to start or stop service. Arrangements will be made when you contact us.
- Your deposit, if required, will be returned to you after 12 months if you have established a prompt payment record. Interest is paid on all required deposits. Customers who have established a good payment record will not be required to provide a deposit.
- If you request that we start or stop service during working hours there is no charge, provided that this service has not been previously requested within the past year.





Montana-Dakota Utilities Co.

A Division of MDU Resources Group, Inc.

400 N 4th Street

Bismarck, ND 58501

State of South Dakota Gas Rate Schedule – SDPUC Volume No. 2

CUSTOMER INFORMATION BOOKLET

Section No. 6
1st Revised Sheet No. 7.1
Canceling Original Sheet No. 7.1

Page 2 of 2

CUSTOMER INFORMATION BOOKLET

ADDITIONAL CUSTOMER INFORMATION FOR SOUTH DAKOTA CUSTOMERS

Montana-Dakota Utilities Co. (Montana-Dakota) is regulated by the South Dakota Public Utilities Commission whose duties were expanded in 1975 to include regulation of natural gas and electric utilities. It is the commission's duty to oversee rates and services of all investor owned gas and electric utilities in the state.

Montana-Dakota feels it is important that you are satisfied with your natural gas or electric service. However, sometimes a question, misunderstanding or complaint may develop. If it does, please let us know. Our employees are trained to help you.

Montana-Dakota will make a full and prompt investigation of all written complaints received. Please direct all written complaints to the Montana-Dakota office that appears on your utility bill.

DISPUTES

Whenever a customer advises Montana-Dakota, before the disconnection of natural gas or electric service, that any part of the billing, charges or service is in dispute, Montana-Dakota shall:

1. Investigate the dispute promptly.
2. Advise the customer of the investigation and its result.
3. Attempt to resolve the dispute.

4. Withhold disconnection of service providing the customer pays the undisputed portion of the bill.

If the dispute is not resolved Montana-Dakota must notify the customer that the customer has the right to appeal to the South Dakota Public Utilities Commission within ten (10) business days after the disconnection notice was sent for resolution of the dispute.

The commission is available for consultation, you may write or call:

South Dakota Public Utilities Commission
Capitol Building
Pierre, South Dakota 57501
1-605-773-3201

CREDIT AND DEPOSIT POLICIES

Montana-Dakota's deposit policy is predicated upon the credit risk of the individual as evidenced by past energy purchases without regard to the collective credit reputation of the area in which he or she lives and without regard to any of the traditional means for establishing credit such as home ownership or friendly relations with a bank.

This credit and deposit policy is administered without discrimination in regard to race, color, creed, religion, sex, ancestry, marital status, age or national origin.

Montana-Dakota will not require a deposit or guarantee from any new or present customers who have established good credit. Montana-Dakota will determine the credit standing of an applicant for service by referring to information about the applicant's prior energy usage and bill paying habits if the applicant has had service before. In the case of unknown credit, traditional means of credit rating can be supplied by the applicant.

A customer who has had one or more disconnections of service in the last year, or three or more disconnection notices in the last year, or has an undisputed outstanding debt with Montana-Dakota may be asked to reestablish credit through one of the following methods:

1. Make a cash deposit not to exceed one-sixth (1/6) of the estimated annual bill. Deposits will earn seven percent (7%) simple interest per year from the date of the deposit to the date of refund or disconnection.

2. Provide a guarantor (residential only).

3. Be placed on an early payments list wherein the customer agrees to pay the bill for utility services within five (5) business days after it is received.

4. A non-residential customer may also provide a letter of credit, post a surety bond, or negotiate another option with the Company.

An existing customer will be given notice of not less than fifteen (15) days that a deposit, guarantor, or early payment is required.

REFUSAL AND DISCONNECTION POLICIES

Naturally, if your utility bill is not paid within a reasonable length of time, you cannot expect to continue to receive natural gas or electric service from Montana-Dakota.

We do not like to disconnect or refuse service to a customer, but sometimes it must be done. You will be notified before such action is taken if the reason is:

1. Non-payment of your utility service bill (after consumer deposit and earned interest, if any, have been applied to the outstanding bill).
2. You have failed to pay a required deposit or meet the credit requirements.

3. You have violated Montana-Dakota's rules on file with the South Dakota Public Utilities Commission. These rules are available for your inspection at the Montana-Dakota office noted on your utility bill.

4. You have broken the terms of the contract for service with Montana-Dakota or have failed to furnish those things necessary to obtain utility service.

5. You have failed to allow Montana-Dakota employees access to company equipment located on your premise for meter reading, inspection, maintenance, replacement of equipment or to conduct investigations for hazardous conditions.

6. Unauthorized use of Montana-Dakota's equipment or tampering with Montana-Dakota's service equipment.

The following is a list of conditions, all of which must occur, before you will be disconnected for non-payment of a bill:

1. A customer may be receiving service from Montana-Dakota at more than one location. Only the service for which the bill is delinquent can be disconnected.

2. Bills are due when received. Bills become delinquent twenty-two (22) days after billing transmittal date. This period may be shortened if the customer's name is on the early payments list. This time period may be waived in cases of fraud, illegal use or when it is clearly indicated that the customer is preparing to leave. Montana-Dakota will send you a written notice giving you an additional ten (10) days in which to pay the bill to avoid disconnection.

3. If this is the customer's first disconnection notice, the customer will receive an additional personal notice by either telephone, visit or certified mail. Both written notice and personal notice shall contain a statement of the customer's right to appeal and where to appeal.

4. The customer, if he or she claims inability to pay or extenuating circumstances, is unwilling to enter into a reasonable agreement with Montana-Dakota to pay the service bill.

5. No bona fide or just dispute concerning the bill exists. A dispute shall not be defined as bona fide and just if the customer does not pay the undisputed

portion of the bill and does not, after notice of their right to do so, contact the commission with the unresolved dispute within ten (10) working days after the disconnection notice was sent.

Natural gas or electric service shall not be disconnected on any Friday, Saturday, Sunday or legal holiday, or at any time when Montana-Dakota's business offices are not open to the public.

The customer can pay a delinquent bill at the last minute to avoid disconnection. Montana-Dakota's representative who comes to disconnect the service can also accept last-minute payments.

In a landlord-tenant situation, where the meter is in the landlord's name, Montana-Dakota will not disconnect the utility service until the tenant has been offered the opportunity to put the natural gas service or electric service in their own name and the tenant has turned down this offer. Montana-Dakota will not ask the tenant to pay any outstanding bills or other charges owed by the landlord.

The disconnection of utility services during cold weather could cause a threat to health and life. Montana-Dakota shall not disconnect residential utility service from Nov. 1 to March 31 without adding an additional 30 days to the normal disconnection date. Montana-Dakota shall notify the customer before the normal disconnection date that the customer has an additional thirty (30) days until disconnection of service.

If disconnection of utility services will aggravate an existing medical emergency of the customer, a member of his family or other permanent resident of the premise, Montana-Dakota will postpone disconnection of services for 30 days from the date of a physician's certificate or notice from a public health or social services official that such a medical emergency exists. This extension is limited to a single thirty (30) day period.

INSUFFICIENT REASONS FOR REFUSAL

Montana-Dakota cannot refuse to serve a person:

1. Who will not pay a debt to another utility, or a debt for another class of service, or a debt for other bills not based on filed rates or charges;
2. For non-payment of a bill for which he or she is guarantor;
3. Asking for service in a dwelling where the former occupant was delinquent;
4. Who is living with someone that is in debt to Montana-Dakota in an attempt to force payment of that bill, except when that person, even though not personally liable to Montana-Dakota, is trying to get service back to the indebted household and no attempts are being made to pay the debt of that household.

This pamphlet is a summary of Montana-Dakota's customer rules. A complete listing of Montana-Dakota customer rules and South Dakota Public Utilities Commission rules, regulations and rate schedules are available for your inspection at the Montana-Dakota office noted on your utility bill. Your billing, payment and deposit records are also available to you for inspection. Montana-Dakota will furnish additional information as you may reasonably request.

Date Filed: May 18, 2004

Effective Date: January 6, 2004

Issued By: Donald R. Ball
Asst. Vice President-Regulatory Affairs



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 8
Canceling Original Sheet No. 8

DISCONTINUANCE NOTICE FOR UNAUTHORIZED USE OF SERVICE

Page 1 of 2

**MONTANA-DAKOTA UTILITIES CO.
DISCONTINUANCE NOTICE**

NOTICE TO CUSTOMER:

Today we inspected your gas/electric service installation. This inspection has revealed that you are obtaining unauthorized gas/electric service at the address shown below. Under rules and regulations filed with, and approved by, the Public Utility Commission of _____, service can be terminated because of this irregularity. To avoid discontinuance of service bring this card to our office, no later than _____, at the address shown below, and we will discuss the conditions under which your gas/electric service will not be interrupted.

MONTANA-DAKOTA UTILITIES CO.

Address: _____

Telephone No.: _____

Date: _____

Customer: _____

Address: _____

Meter No.: _____

Employee: _____

Date Filed: June 7, 2004

Effective Date: Service Rendered on and
after December 1, 2004

Issued By: Donald R. Ball
Asst. Vice President-Regulatory Affairs

Docket No.: NG04-004



Montana-Dakota Utilities Co.

A Division of MDU Resources Group, Inc.

400 N 4th Street
Bismarck, ND 58501

State of South Dakota Gas Rate Schedule – SDPUC Volume No. 2

Section No. 6
Original Sheet No. 8.1

DISCONNECTION OF SERVICE FOR CAUSES OTHER THAN NONPAYMENT OF BILLS

Page 2 of 2

MONTANA-DAKOTA UTILITIES CO. DISCONTINUANCE NOTICE

NOTICE TO CUSTOMER:

Today we inspected your gas/electric service installation and under rules and regulations filed with, and approved by, the Public Utility Commission of _____, we are legally authorized to discontinue service due to an irregularity. In order to have your service restored, bring this card to our office, at the address shown below, and we will discuss the conditions under which gas/electric service may be restored.

MONTANA-DAKOTA UTILITIES CO.

Address: _____

Telephone No.: _____

Date: _____

Customer: _____

Address: _____

Meter No.: _____

Employee: _____

Date Filed: June 7, 2004

Effective Date:

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after December 1, 2004

Issued By: Donald R. Ball
Asst. Vice President-Regulatory Affairs

Booklet No.: NC04-004



Montana-Dakota Utilities Co.

A Division of MDU Resources Group, Inc.

400 N 4th Street
Bismarck, ND 58501

State of South Dakota Gas Rate Schedule – SDPUC Volume No. 2

Section No. 6

Original Sheet No. 9

Canceling Vol. 1 Original Sheet No. 12

THIRD PARTY NOTICE

Page 1 of 1

Would you like to be a designated Third Party?

Montana-Dakota Utilities Co. (MDU) has a program available called "Third Party Notice." The purpose of the program is to help avoid any hardship which could result from disconnection of service by alerting a third party to such action in advance. This voluntary program would most benefit customers who are ill or elderly and live alone.

Under the "Third Party Notice" program, if it would be necessary to disconnect service due to nonpayment of past due bills, the customer as well as the designated third party would be notified prior to the disconnect date. The third party would then have the right to contact MDU and declare the customer's inability to pay and enter into a payment arrangement for the customer.

A third party can be a friend, relative, church or any community agency. The designated third party will have the right to receive and provide information regarding the customer's personal circumstances. Please talk with this third

party before you tell MDU this person will help you.

The third party *will not* be responsible for payment of the customer's bill.

If your personal circumstances require that a third party be aware of a potential disconnection of your utility service, please complete and detach the form provided and return it to MDU as soon as possible. If you know of someone who might benefit from third party notification, please let them know of it. As individual circumstances frequently may change, Third Party Notices are valid for **one year** only, and an annual renewal is required. Please complete the form and return it to MDU – even if you have done so before.

For information of public agencies and community organizations which may be able to assist in payment of winter utility bills, please call the telephone number found on your utility bill or write to the MDU office address, also found on your utility bill.



Request For A Third Party Notification (To be valid through November, 2003)

Customer Name: (Please print)

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

Account Number from Bill: _____

MONTANA-DAKOTA UTILITIES CO. has my permission to provide information to and accept information from the party named below.

Customer Signature: _____

Date: _____

Name of Third Party to be Notified: (Please print)

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

MONTANA-DAKOTA UTILITIES CO. will make every effort to send a copy of the Notice of Proposed Disconnection to the party specified. The customer making the request understands that MDU assumes no liability for failure of third party to receive or act upon said Notice.

*Complete all information and return to the MDU office
address found on your bill as soon as possible.*

Date Filed: December 30, 2002

Effective Date: Service rendered on and
after December 2, 2003

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Asst. Vice President-Regulatory Affairs

Docket No.: NG02-011



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 10
Canceling Vol. 1 Original Sheet No. 13

DEFERRED INSTALLMENT AGREEMENT FORM

Page 1 of 1

20282/11-801
(Rev. 4/87)

**DEFERRED INSTALLMENT AGREEMENT FORM
MONTANA-DAKOTA UTILITIES CO.
DEFERRED INSTALLMENT AGREEMENT FORM**

Name: _____ Date: _____
Address: _____ Delinquent Bill: \$ _____
Account Number: _____ Current Bill: \$ _____
Total Bill: \$ _____
Security Deposit: \$ _____
TOTAL: \$ _____

PAYMENT ARRANGEMENT

<u>Amount</u>	<u>Due Date</u>	<u>Date Paid</u>
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____

* In addition to these arrangements, the current monthly bill is to be paid.

Other: _____

**FAILURE TO COMPLY WITH THIS AGREEMENT WILL RESULT IN THE COMPANY
TAKING ACTION TO DISCONTINUE YOUR UTILITY SERVICE.**

Customer Signature: _____ Date: _____
(Customer signature is required even if submitted by Third Party)

Third Party Signature: _____ Date: _____

Name of Utility Representative: _____ Date: _____

Date Filed: December 30, 2002

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 11
Canceling Vol. 1 1st Rev. Sheet No. 14

**AGREEMENT BY PROPERTY OWNER OR AGENT TO PAY UTILITY
BILLS DURING PERIODS WHEN PROPERTY IS UNOCCUPIED**

Page 1 of 1

**AGREEMENT BY PROPERTY OWNER OR AGENT TO PAY
UTILITY BILLS DURING PERIODS WHEN PROPERTY IS UNOCCUPIED**

4/01/01 (10/01)
Rev. 11/01

**MONTANA-DAKOTA UTILITIES CO.
AGREEMENT BY PROPERTY OWNER OR
AGENT TO PAY UTILITY BILLS DURING
PERIODS WHEN PROPERTY IS UNOCCUPIED**

The undersigned is the owner, or the owner's agent, of a house or apartment at:

(Street Address)

(City and State)

It is my desire that Montana-Dakota Utilities Co. leave its natural gas and/or electric service turned on even if the tenant or occupant, in whose name the service is metered, requests that such service be discontinued.

In consideration of Montana-Dakota Utilities Co. doing so, I agree to pay promptly every service bill tendered for usage during the period of discontinuance of service by a tenant or occupant.

In case I sell the premises, I agree to notify Montana-Dakota Utilities Co. in writing and until Montana-Dakota Utilities Co. receives such notification, I will assume liability as provided above. I also agree to notify Montana-Dakota in writing if I change my address.

Montana-Dakota Utilities Co. expressly reserves the right to disconnect service to a tenant pursuant to the rules and regulations of the applicable regulatory agency. It is agreed by and between Montana-Dakota Utilities Co. and the undersigned that in cases where a tenant is disconnected at the Company's option, the Company will use its best efforts to notify me of the disconnection.

_____, 19____ Signed: _____

PLEASE PRINT OR TYPE INFORMATION BELOW

(Name)

(Mailing Address)

(City)

(State)

(Zip Code)

(Area Code - Telephone Number)

WHITE - District Office Copy

YELLOW - Customer Copy

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Montana-Dakota Utilities Co.

A Division of MDU Resources Group, Inc.

400 N 4th Street

Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6

1st Revised Sheet No. 12

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Reserved for Future Use

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 13
Canceling Original Sheet No. 13

**GUARANTEE OF PAYMENT FOR NATURAL GAS AND/OR ELECTRIC
SERVICE BY A SECOND PARTY IN LIEU OF A DEPOSIT**

Page 1 of 1

**GUARANTEE OF PAYMENT FOR NATURAL GAS AND/OR
ELECTRIC SERVICE BY A SECOND PARTY IN LIEU OF A DEPOSIT**

3045282-21
Rev. 9/98

**MONTANA-DAKOTA UTILITIES CO.
GUARANTEE OF PAYMENT FOR
NATURAL GAS AND/OR ELECTRIC SERVICE**

To: Montana-Dakota Utilities Co.

Address

City, State, Zip Code

For value received, I, _____, do hereby absolutely guarantee to pay to
(Name of Guarantor)
Montana-Dakota Utilities Co. (Montana-Dakota), upon its request and at the location listed above, the outstanding
balance accrued by _____ in the event that Customer's bill for natural gas and/or
(Name of Customer)
electricity provided by Montana-Dakota at _____ is not paid
(Customer's Service Address)
when due; however, liability under this Guarantee, other than the collection costs noted below, shall not exceed the
sum of \$ _____. As Guarantor, I request copies of all disconnect notices sent to the Customer.

Liability under this Guarantee shall begin on _____, 19 ____, and shall continue until
Customer has paid for natural gas and/or electric service when due in a prompt and satisfactory manner for twelve
consecutive months in accordance with Public Service Commission or Public Utilities Commission rules. I expressly
waive receipt of notice of Montana-Dakota's acceptance of my guarantee.

I also agree to pay any and all costs that Montana-Dakota may incur in the collection of this guarantee. In the
event legal action is required or becomes necessary to collect the outstanding balance accrued by the Customer from
me under this guarantee, I agree to pay all legal fees, including attorneys' fees, in the amount the court determines
is reasonable.

**I ACKNOWLEDGE THAT I HAVE CAREFULLY READ THE ABOVE GUARANTEE AGREEMENT AND
THAT I HAVE RECEIVED A COPY OF IT.**

GUARANTOR:

(Signature of Witness)

(Signature of Guarantor)

(Guarantor's Mailing Address)

(Guarantor's Street Address—If Different than Mailing Address)

(City, State, Zip Code)

(Guarantor's Telephone Number)

DIVISION OFFICE – White Copy

CUSTOMER COPY – Yellow Copy

GUARANTOR COPY – Pink Copy

Date Filed: June 7, 2004

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Service Rendered on and
after December 1, 2004

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Docket No.: NG04-004



Montana-Dakota Utilities Co.

A Division of MDU Resources Group, Inc.

400 N 4th Street
Bismarck, ND 58501

State of South Dakota Gas Rate Schedule – SDPUC Volume No. 2

Section No. 6

Original Sheet No. 14

Canceling Vol. 1 1st Rev. Sheet No. 17

DEPOSIT WARNING LETTER

Page 1 of 1

DEPOSIT WARNING LETTER

MONTANA-DAKOTA UTILITIES CO.
A Division of MDU Resources Group, Inc.

Address Tel

Date: _____

RE: Account _____

(Service Address)

Dear _____:

This is to advise you that in the future should your utility service not be paid by the due date shown on your bill, Montana-Dakota Utilities Co. will require you to pay a deposit of \$ _____.

Please keep your service bill current and avoid having to make this deposit.

Thank you.

Sincerely,

(MDU Representative)

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after December 2, 2003

Issued By: Donald R. Ball
Asst. Vice President-Regulatory Affairs

Docket No.: NG02-011



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 15
Canceling Vol. 1 Original Sheet No. 18

DEPOSIT REQUEST

Page 1 of 1

DEPOSIT REQUEST

MONTANA-DAKOTA UTILITIES CO.
A Division of MDU Resources Group, Inc.

Address Tel.

DEPOSIT REQUEST

Date: _____

RE: Account _____

(Service Address)

Dear _____:

Previously you were advised that should your utility service not be paid by the due date shown on your bill, a deposit would be required.

Your payment history has not been satisfactory. This makes it necessary for us to request a deposit of \$ _____ or an additional deposit of \$ _____ to assure payment of your future bills. The deposit plus interest of _____ percent per year will be refunded to you after you have paid your monthly bills promptly for twelve months. If the deposit requested above is not paid on or before _____, action to discontinue service will be taken.

Name: _____

Sincerely,

Mailing Address: _____

(MDU Representative)

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Rev. 4/02

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 16
Canceling Original Sheet No. 16

FINAL NOTICE PRIOR TO DISCONNECT

Page 1 of 1

MONTANA-DAKOTA UTILITIES CO

Account Number: _____

FINAL NOTICE

WE WANT TO CONTINUE OUR DEPENDABLE SERVICE TO YOU,
OUR VALUED CUSTOMER, BUT YOU MUST TAKE ACTION NOW.

Date: _____

Service Address: _____

YOUR SERVICE ACCOUNT IS SERIOUSLY PAST DUE.

**THIS IS YOUR FINAL NOTIFICATION THAT YOUR GAS AND/OR ELECTRIC
SERVICE WILL BE DISCONTINUED IMMEDIATELY -**

Unless your past due amount is paid in full or satisfactory
arrangements are made in person to the CREDIT DEPARTMENT of
MONTANA-DAKOTA UTILITIES CO. by 5:00 p.m. on _____

If service is disconnected, payment in full and a reconnect
fee of _____ to restore service during normal working
hours plus a deposit or additional deposit of _____
will be required before service is restored.

**PLEASE CONTACT US NOW TO AVOID ANY INCONVENIENCE
THANK YOU.**

UTILITY:	PAST DUE	CURRENT	ACCT BALANCE
DEPOSIT:	\$0.00	\$0.00	\$0.00

DIRECT INQUIRIES TO:
MONTANA-DAKOTA UTILITIES CO
PO BOX 1060
RAPID CITY SD 57709
1 605 342 0187

DIRECT UNRESOLVED COMPLAINTS TO:
SD PUBLIC UTILITIES COMMISSION
500 E CAPITOL
PIERRE SD 57501
1 800 332 1782

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Effective Date:

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after December 1, 2004

Issued By: Donald R. Ball
Asst. Vice President-Regulatory Affairs

Docket No.: NG04-004

State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2

Section No. 6
Original Sheet No. 17

INTERRUPTIBLE GENERAL GAS SERVICE AGREEMENT

Page 1 of 4

INTERRUPTIBLE GENERAL GAS SERVICE AGREEMENT

THIS AGREEMENT, made this 10th day of MARCH, 2018, is by and between MONTANA-DAKOTA UTILITIES CO., a Division of MDU Resources Group, Inc., a Delaware corporation, hereinafter called "Company", and _____, hereinafter called "Customer".

Customer and Company enter into this Interruptible General Gas Service Agreement to have natural gas delivered by Company to Customer.

WITNESSETH: The parties hereto, each in consideration of the agreement of the other, agree as follows:

1.0 TERM. Deliveries and charges hereunder shall commence as specified in Exhibit "A" attached hereto and incorporated herein. Customer agrees to enter into an agreement for service hereunder for a minimum term of 12 months. Written notice of termination by either Company or Customer must be given at least 60 days prior to the end of the initial term. Absent such termination notice, the agreement shall continue for additional terms of equal length until written notice is given, as provided herein, prior to the end of any subsequent term.

2.0 DELIVERY POINT(S), RATE SCHEDULE(S), AND QUANTITIES. Delivery of natural gas under Small Interruptible General Gas Service Rate 71, or Large Interruptible General Gas Service Rate 85 by Company to Customer shall be as specified in attached Exhibit "A".

2.1 DISPATCHING. Customer will adhere to gas dispatching policies and procedures established by Company to facilitate service under this Agreement. Company will inform Customer of any changes in dispatching policies that may affect this Agreement as they occur.

2.2 METERING AND MEASUREMENT. Company will meter the quantity of natural gas delivered to Customer at the delivery point. Such quantities will be conclusive upon both parties unless such meter is found to be inaccurate by more than two percent, in which case the quantity delivered to Customer shall be determined by calculation, taking into consideration the time of year, the schedule of Customer's operations and other pertinent facts. Company will test the measurement equipment in accordance with applicable state utility commission rules and regulations.

3.0 DEFINITIONS.

DEFINITIONS.
Delivery Point - The point at which Customer assumes custody of the gas being delivered. This point will normally be at the outlet of Company's Meter(s) located on Customer's premises.

Gas Day - Means a period of twenty-four consecutive hours, beginning and ending at 9:00 a.m. Central Clock Time.

Interruption - A suspension of interruptible natural gas service deemed necessary by Company pursuant to Rates 71 or 85 and 100.

4.0 RATE. The rates charged and services rendered Customer, under this agreement, shall be as specified in applicable Company tariffs as approved by the appropriate state utility commission.

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Asst. Vice President-Regulatory Affairs

Docket No.: NG02-011



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 17.1

INTERRUPTIBLE GENERAL GAS SERVICE AGREEMENT

Page 2 of 4

The currently effective rate under this Agreement is subject to an adjustment for cost of purchased gas as provided in Purchased Gas Cost Adjustment Rate 88. Company shall have the right to modify the rates charged and the terms and conditions hereunder by making unilateral rate filings with the appropriate state utility commission.

4.1 TAXES. In addition to the rates specified above, Company shall collect from Customer and Customer agrees to pay Company any sales, use, excise, or other such taxes and city fees that are legally effective and applicable to the service provided hereunder.

4.2 INTERRUPTIBLE SALES GAS SERVICE. Service under Rate 71 and Rate 85 is dependent upon the availability of capacity on Company's system and prior demands of customers served under Company's general service gas rates. Customer agrees to accept service hereunder in accordance with Company's "Rate Schedule" as specified in Exhibit "A" of this Agreement.

4.3 CHANGE IN DAILY OPERATIONS. Customer agrees to notify Company of changes in Customer's natural gas requirements as specified in attached Exhibit "A". Company shall not be obligated to provide daily and annual requirements in excess of the daily and annual quantities set forth in Exhibit "A" unless Company, in its sole discretion, determines that increased quantities are available, and all quantities hereunder shall be subject to interruption and service priorities as provided in Rate 71 and Rate 85.

4.4 FIRM NATURAL GAS REQUIREMENTS. Customer agrees to accept service hereunder in accordance with Company's Rate 70, as specified in Exhibit "B" of this Agreement for Customer's firm requirements delivered through Customer's interruptible meter(s).

5.0 ASSIGNMENT. Customer agrees that it will not assign this Agreement except upon written consent of Company.

6.0 INDEMNIFICATION. Customer agrees to indemnify and hold Company harmless from any and all injury, loss or damage resulting from Customer's negligent or wrongful acts under and during the term of this Agreement. Company agrees to indemnify and hold Customer harmless from any and all injury, loss or damage resulting from Company's negligent or wrongful acts under and during the term of this Agreement.

7.0 INGRESS AND EGRESS. Company is hereby granted rights of ingress and egress, at reasonable times, for operating, inspecting and maintaining any of Company's facilities on Customer's premises.

8.0 FORCE MAJEURE. In the event of either Party's being rendered wholly or in part by force majeure unable to carry out its obligations under this Agreement, then the obligations of the Parties hereto, so far as they are affected by such force majeure, shall be suspended during the continuance of any inability so caused. Such causes or contingencies affecting the performance of this Agreement by either party, however, shall not relieve it of liability in the event of its concurring negligence or in the event of its failure to use due diligence to remedy the situation and remove the cause in an adequate manner and with all reasonable dispatch, nor shall such causes or contingencies affecting the performance of this Agreement relieve either party from its obligations to make payments of amounts then due hereunder, nor shall such causes or contingencies relieve either party of liability unless such party shall give notice and full particulars of the same in writing or by telephone to the other party as soon as possible after the occurrence relied on. If volumes of Customer's gas are destroyed while in Company's posses-

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 17.2

INTERRUPTIBLE GENERAL GAS SERVICE AGREEMENT

Page 3 of 4

sion by an event of force majeure, the obligations of the Parties under this Agreement shall terminate with respect to the volumes lost. The term "force majeure" as employed herein shall include, but shall not be limited to acts of God, strikes, lockouts or other industrial disturbances, failure to perform by any third party, which performance is necessary to the performance by either Customer or Company under this Agreement, acts of the public enemy or terrorists, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms, floods, washouts, arrest and restraint of rulers and peoples, civil disturbances, explosions, breakage or accident to machinery or lines of pipe, line freeze-ups, sudden partial or sudden entire failure of Company's gas supply, failure to obtain materials and supplies due to governmental regulations, and causes of like or similar kind, whether herein enumerated or not, and not within the control of the Party claiming suspension, and which by the exercise of due diligence such party is unable to overcome; provided that the exercise of due diligence shall not require settlement of labor disputes against the better judgment of the Party having the dispute.

The term "force majeure" as employed herein shall also include, but shall not be limited to, inability to obtain or acquire, at reasonable cost, grants, servitudes, rights-of-way, permits, licenses, or any other authorizations from third parties or agencies (private or governmental) or inability to obtain or acquire at reasonable cost necessary materials or supplies to construct, maintain, and operate any facilities required for the performance of any obligations under this Agreement, when any such inability directly or indirectly contributes to or results in either Party's inability to perform its obligations.

9.0 REGULATORY AUTHORITY. This Agreement is subject to all valid laws, orders, rules and regulations of any and all duly constituted authorities having jurisdiction over the subject matter herein and is subject to the receipt of any necessary authorization for the interruptible service contemplated herein.

10.0 REPORTING REQUIREMENTS. Customer shall furnish Company all information as may be required or appropriate to comply with reporting requirements of duly constituted authorities having jurisdiction over the matter herein.

IN WITNESS WHEREOF, the parties have duly executed this Agreement as of the date and year above written.

CUSTOMER

COMPANY

MONTANA-DAKOTA UTILITIES CO.,
A Division of MDU Resources
Group Inc.

By: _____
*
Title: _____
Witness: _____
*
Title: _____

By: _____
WILLIAM J. HUNTER
Director of Marketing &
Customer Services

*Please type or print the names below the signature lines.

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Asst. Vice President-Regulatory Affairs

Docket No.: NG02-011



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 17.3

INTERRUPTIBLE GENERAL GAS SERVICE AGREEMENT

Page 4 of 4

INTERRUPTIBLE GENERAL GAS SERVICE AGREEMENT

This document is an attachment to the Interruptible General Gas Service Agreement dated between Montana-Dakota Utilities Co. and covering interruptible natural gas service to its facility located at . Deliveries and charges hereunder shall commence on and expire on .

Delivery Point	Rate Schedule	Rate*	Maximum Interruptible Delivery Point Quantity Per Day (dk)	Maximum Interruptible Delivery Point Annual Quantity (dk)
<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Customer agrees to notify Company of changes in its daily natural gas requirements in accordance with the following requirements:

Customer must inform company of the date the Customer's facility will start consuming natural gas as well as the date the Customer ceases consuming natural gas. The Company must receive this information by 10:00 a.m. Central Clock Time the day prior to either issue listed above.

Accepted and agreed to this day of , 20 .

By:
Representing

Accepted and agreed to this day of , 20 .

MONTANA-DAKOTA UTILITIES CO.,
A Division of MDU Resources Group, Inc.

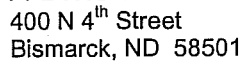
By:
WILLIAM J. HUFNER
Director of Marketing &
Customer Services

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Docket No.: NG02-011



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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 19
Canceling Vol. 1 Original Sheet No. 24

GAS TRANSPORTATION AGREEMENT

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GAS TRANSPORTATION AGREEMENT

THIS AGREEMENT, made this 30th day of December, 2002, is by and between MONTANA-DAKOTA UTILITIES CO., a Division of MDU Resources Group, Inc., a Delaware corporation, hereinafter called "Company", and , located at hereinafter called "Customer".

Customer has entered into agreements to purchase natural gas and have that gas delivered to a "receipt point" using Shipper(s) as specified in attached Exhibit "A" as Shipper. Customer agrees to notify Company prior to any change in shipper(s) and further agrees to execute a new Exhibit "A" prior to change of event.

Customer and Company enter into this Gas Transportation Agreement to have said gas transported by Company from the "receipt point" to a "delivery point".

WITNESSETH: The parties hereto, each in consideration of the agreement of the other, agree as follows:

1.0 TERM. Transportation, deliveries and charges hereunder shall commence on and expire on , and shall continue thereafter until either party furnishes the other party 30 days written notice of termination.

2.0 RECEIPT POINT(S), DELIVERY POINT(S), RATE SCHEDULE(S), AND QUANTITIES. Delivery of natural gas under Firm General Gas Transportation Service Rate 84, Interruptible General Gas Transportation Service Rate 81, or Interruptible Industrial Gas Transportation Service Rate 82, by Company to Customer shall be at or near the points whose locations and maximum delivery quantity per day are described as follows. In the event said "Term of Rate", as specified in attached "Exhibit B", is not executed by both parties to this agreement, Customer agrees to pay Company the currently approved ceiling rate as specified under "Rate Schedule" below. Said "Term of Rate" shall not be executed for periods of less than 30 days.

<u>Receipt Point</u>	<u>Delivery Points</u>	<u>Rate Schedule</u>	<u>Dk Maximum Delivery Point Quantity Per Day</u>
<u>Border Station</u>	<u> </u>	<u> </u>	<u> </u>

2.1 DISPATCHING - Customer will adhere to gas dispatching policies and procedures established by Company to facilitate service under this Agreement. Company will inform Customer of any changes in dispatching policies that may affect this Agreement as they occur.

2.2 METERING AND MEASUREMENT - Company will meter the quantity of natural gas delivered to Customer at the delivery point. Company will test meter in accordance with applicable state utility rules and regulations. In addition, the parties agree to the following testing and corrective procedures:

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Asst. Vice President-Regulatory Affairs

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
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**State of South Dakota
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GAS TRANSPORTATION AGREEMENT

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2.2.1 CUSTOMER'S METER - Customer may install, operate and maintain at its sole expense, equipment for the purpose of measuring the amount of natural gas delivered over any measurement period (Customer meter), provided the equipment shall not interfere with such delivery or with the Company's meter.

2.2.2 ALTERNATIVE MEANS OF MEASUREMENT - In the event the Company's meter is out of service, measurement shall be determined by the following step process beginning with step "a" below:

- a. Using the registration of the Customer's meter, if installed and accurately registering within two percent (2%) (either high or low); or
- b. In the absence of accurate Customer metering, by making a calibration test or mathematical calculation, if the percentage of error is ascertainable; or
- c. To the extent Customer's meter calibration test, or mathematical calculation described above cannot be utilized, by estimating by reference to quantities measured during periods under similar conditions when the Company's meter was registering accurately; or
- d. To the extent the methods described above cannot be utilized, by estimating by reference to Customer's operating records for the period in question.

2.2.3 TESTING - The accuracy of the Company's electronic measurement device and the integrity of the meter shall be tested and calibrated in the presence of the Customer at a minimum of once each year. In addition, flow testing and calibration of the meter shall be performed in compliance with established Company policy for large meters at a minimum of once each five years. Company shall forward a copy of calibration documentation to Customer. In the event that either party notifies the other that it desires a test of the accuracy of its own or of the other party's meter, the parties shall cooperate to secure a prompt verification of the accuracy of such equipment. Notice shall be addressed to Company's Gas Superintendent at Company's ~~Headquarters~~ Office and shall be in writing at least fourteen days in advance of said testing.

2.2.4 COSTS OF TESTING - Company shall bear the cost of the testing and any required adjustment of the Company's meter. In the event that Customer requests a testing of Company's meter at other than the specified intervals, Customer shall bear the cost of the testing unless such equipment is found to be inaccurate by greater than two percent (2%) (either high or low).

2.2.5 CORRECTIONS OF MEASURING EQUIPMENT - If, upon testing, the Company's meter is found to be accurate within two percent (2%) (either high or low) at a flow rate corresponding to the average hourly flow rate for natural gas supplied by Company to Customer for the period since the last preceding test, previous recordings of such equipment shall be considered accurate in computing deliveries of natural gas hereunder, but Company meter shall be promptly adjusted to record correctly to the extent possible. If, upon testing, Company's meter shall be found to be inaccurate by greater than two percent (2%) (either high or low) at a flow rate corresponding to the average hourly flow rate for natural gas supplied by company to Customer for the period since the last preceding test, then such Company meter shall be promptly adjusted to record properly, to the extent possible, and any previous recordings by such Company meter shall be corrected to zero error, to the extent possible, and Company shall promptly send to Customer a report based on such corrected recordings and a revised invoice based on corrected readings within thirty days. If no reliable information exists as to when the Company meter became inaccurate, it shall be assumed for correction purposes hereunder that such inaccuracy began at a point in time midway between the testing date and the last previous date on which the Company meter was tested and found to be accurate or adjusted to be accurate.

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

State of South Dakota
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Original Sheet No. 19.2
Canceling Vol. 1 Original Sheet No. 24.2

GAS TRANSPORTATION AGREEMENT

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2.2.6 MAINTENANCE - Each party shall have the right to be present whenever the other party reads, cleans, changes, repairs, inspects, tests, calibrates, or adjusts its meter. Each party shall give timely notice to the other party in advance of taking any such actions. Notice shall be addressed to Company's Gas Superintendent at Company's Office. Each party shall give at least 24 hours notice to the other party prior to undertaking the above-described activity.

2.2.7 CHARGES, PENALTIES, COSTS, OR EXPENSES - To the extent that any penalties are incurred by Customer as a result of the inaccuracy of Company's meter greater than two percent (2%) (either high or low), Company shall be responsible for such penalties.

2.2.8 ELECTRONIC MEASUREMENT EQUIPMENT - The Company's electronic (Metrotek) measurement, used as a remote terminal unit for system operations, equipment is excluded from the requirements of Sections 2.2.2, 2.2.3, 2.2.4, 2.2.5, 2.2.6, and 2.2.7. The estimated cost of the installation of electronic measurement equipment in conjunction with this Agreement is \$2,000. Customer agrees to provide this amount to Company at the time this Agreement is returned to Company for execution by Company.

2.2.9 RECORD EXAMINATION - Customer shall have the right at all reasonable times to examine the books, records and charts of Company, for a two year period subsequent to the issuance in writing of a dispute invoice, to the extent necessary to verify the accuracy of any statement, charge or computation made under or pursuant to any provisions of this agreement.

3.0 DEFINITIONS.

Delivery Point - The point at which Customer assumes custody of the gas being transported. This point will normally be at the outlet of Company's meter(s) located on Customer's premises.

Gas Day - Means a period of twenty-four consecutive hours, beginning and ending at 9:00 a.m. Central Clock Time.

Interruption - A suspension of transportation or retail natural gas service deemed necessary by Company.

Nomination - The daily volume, in dk, of natural gas requested by Customer for transportation and delivery to Customer at the delivery point over a 24 hour period commencing at 9:00 a.m. Central Clock Time each day.

Receipt Point - The intertie between Company and the interconnecting pipeline(s) at which point Company assumes custody of the gas being transported.

Shipper - The party with whom the pipeline has entered into a Service Agreement for transportation service.

4.0 RATE. The rates charged Customer shall be as specified in applicable Company tariffs as approved by the appropriate state utility regulatory agency.

The currently effective rates are attached hereto and made a part hereof. Company shall have the right to modify the rates charged and the terms and conditions hereunder by making unilateral rate filings with the appropriate regulatory agency.

4.1 FIRM NATURAL GAS REQUIREMENTS. Customer agrees to accept service hereunder in accordance with Company's Rate 70, as specified in Exhibit "C" of this Agreement

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
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**State of South Dakota
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GAS TRANSPORTATION AGREEMENT

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for Customer's firm requirements delivered through Customer's interruptible meter(s).

4.2 TAXES. In addition to the rates specified above, Company shall collect from Customer and Customer agrees to pay Company any sales, use, excise, or other such taxes and city fees that are legally effective and applicable to the service provided hereunder.

4.3 REPLACEMENT OR SUPPLEMENTAL SALES SERVICE. Interruptible retail gas may be available at this location during the time that this Agreement is in force. Customer may request that Company provide interruptible retail gas sales pursuant to Rate Schedule ~~XXXX~~. Service under such rate is subject to the availability of capacity on Company's system and prior demands of customers served under Company's general service gas rates.

5.0 ASSIGNMENT. Customer agrees that it will not assign this Agreement except upon written consent of Company.

6.0 INDEMNIFICATION. Customer agrees to indemnify and hold Company harmless from any and all injury, loss or damage resulting from Customer's negligent or wrongful acts under and during the term of this Agreement. Company agrees to indemnify and hold Customer harmless from any and all injury, loss or damage resulting from Company's negligent or wrongful acts under and during the term of this Agreement.

7.0 INGRESS AND EGRESS. Company is hereby granted rights of ingress and egress, at reasonable times, for operating, inspecting and maintaining any of Company's facilities on Customer's premises.

8.0 FORCE MAJEURE. In the event of either Party's being rendered wholly or in part by force majeure unable to carry out its obligations under this Agreement, then the obligations of the Parties hereto, so far as they are affected by such force majeure, shall be suspended during the continuance of any inability so caused. Such causes or contingencies affecting the performance of this Agreement by either party, however, shall not relieve it of liability in the event of its concurring negligence or in the event of its failure to use due diligence to remedy the situation and remove the cause in an adequate manner and with all reasonable dispatch, nor shall such causes or contingencies affecting the performance of this Agreement relieve either party from its obligations to make payments of amounts then due hereunder, nor shall such causes or contingencies relieve either party of liability unless such party shall give notice and full particulars of the same in writing or by telephone to the other party as soon as possible after the occurrence relied on. If volumes of Customer's gas are destroyed while in Company's possession by an event of force majeure, the obligations of the Parties under this Agreement shall terminate with respect to the volumes lost.

The term "force majeure" as employed herein shall include, but shall not be limited to acts of God, strikes, lockouts or other industrial disturbances, failure to perform by any third party, which performance is necessary to the performance by either Customer or Company under this Agreement, acts of the public enemy or terrorists, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms, floods, washouts, arrest and restraint of rulers and peoples, civil disturbances, explosions, breakage or accident to machinery or lines of pipe, line freeze-ups, sudden partial or sudden entire failure of Company's gas supply, failure to obtain materials and supplies due to governmental regulations, and causes of like or similar kind, whether herein enumerated or not, and not within the control of the Party claiming suspension, and which by the exercise of due diligence such party is unable to overcome; provided that the exercise of due diligence shall not require settlement of labor disputes against the better judgment of the Party having the dispute.

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Asst. Vice President-Regulatory Affairs

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
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**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

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GAS TRANSPORTATION AGREEMENT

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The term "force majeure" as employed herein shall also include, but shall not be limited to, inability to obtain or acquire, at reasonable cost, grants, servitudes, rights-of-way, permits, licenses, or any other authorizations from third parties or agencies (private or governmental) or inability to obtain or acquire at reasonable cost necessary materials or supplies to construct, maintain, and operate any facilities required for the performance of any obligations under this Agreement, when any such inability directly or indirectly contributes to or results in either Party's inability to perform its obligations.

9.0 REGULATORY AUTHORITY. This Agreement is subject to all valid laws, orders, rules and regulations of any and all duly constituted authorities having jurisdiction over the subject matter herein and is subject to the receipt of any necessary authorization for the transportation service contemplated herein.

10.0 REPORTING REQUIREMENTS. Customer shall furnish Company all information as may be required or appropriate to comply with reporting requirements of duly constituted authorities having jurisdiction over the matter herein.

IN WITNESS WHEREOF, the parties have duly executed this Agreement as of the date and year above written.

CUSTOMER

COMPANY

**MONTANA-DAKOTA UTILITIES CO.,
A Division of MDU Resources
Group Inc.**

By: _____

By: _____

**William J. Huether
Director of Marketing &
Customer Services**

Title: _____

Attest: _____

Title: _____

* Please type or print the names below the signature lines.

Date Filed: December 30, 2002

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after December 2, 2003

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Asst. Vice President-Regulatory Affairs

Docket No.: NG02-011



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 19.5

GAS TRANSPORTATION AGREEMENT

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**EXHIBIT "A"
GAS TRANSPORTATION AGREEMENT**

This document is an attachment to the Gas Transportation Agreement dated [REDACTED] between Montana-Dakota Utilities Co. and [REDACTED] covering natural gas transportation service to Customer's facility located at [REDACTED].

This Exhibit "A" shall be in effect commencing on [REDACTED].

Customer's Total Interruptible Transportation Quantity: [REDACTED] dk per day.

Customer's Total Firm Transportation Quantity: [REDACTED] dk per day.

The shipper(s) name is [REDACTED]
[REDACTED]
[REDACTED]

Customer hereby authorizes Company to furnish the shipper any information relating to the volume and/or cost of natural gas furnished by Company for use by Customer. This authorization will remain in effect until a written notice is received from Customer.

Accepted and agreed to this [REDACTED] day of [REDACTED], 20[REDACTED].

CUSTOMER

[REDACTED]

By: [REDACTED]

Representing [REDACTED]

Accepted and agreed to this [REDACTED] day of [REDACTED], 20[REDACTED].

MONTANA-DAKOTA UTILITIES CO.,
A Division of MDU Resources Group, Inc.

By: [REDACTED]
William J. Huether
Director of Marketing & Customer Services

Date Filed: October 24, 2003

Effective Date: Service rendered on and
after December 2, 2003

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Asst. Vice President-Regulatory Affairs

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
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Original Sheet No. 19.6

GAS TRANSPORTATION AGREEMENT

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**EXHIBIT "B"
GAS TRANSPORTATION AGREEMENT**

This document is an attachment to the Gas Transportation Agreement dated
between MONTANA-DAKOTA UTILITIES CO. and covering natural gas
transportation service to Customer's facility located at .

Rate

Term of Rate

Accepted and agreed to this day of , 20 .

By:

Title:

Accepted and agreed to this day of , 20 .

MONTANA-DAKOTA UTILITIES CO.,
A Division of MDU Resources Group, Inc.

By:
William J. Huether
Director of Marketing & Customer Services

Date Filed: October 24, 2003

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after December 2, 2003

Issued By: Donald R. Ball
Asst. Vice President-Regulatory Affairs

Docket No.: NG02-011



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 20
Canceling Vol. 1 1st Rev. Sheet No. 26

CUSTOMERS AGREEMENT FOR GAS EXTENSION

Page 1 of 2

21417(12-01)
(Rev. 11/99)

**INTERRUPTIBLE GAS SERVICE
EXTENSION AGREEMENT (RATE 119)**

THIS AGREEMENT, made and entered into this _____ day of _____, by and between MONTANA-DAKOTA UTILITIES CO., a Division of MDU Resources Group, Inc., a Delaware Corporation, 400 North Fourth Street, Bismarck, North Dakota, hereinafter called "Company," and _____ hereinafter called "Customer," whether one or more.

WHEREAS, Customer has requested that Company provide natural gas service to Customer at the following location:

County of _____, State of _____; and

WHEREAS, such service will necessitate the construction by Company of a gas main extension, and the installation of the necessary facilities.

NOW, THEREFORE, in consideration of the mutual covenants and agreements herein contained, it is hereby agreed as follows:

1. Company agrees to construct and install said natural gas Project in accordance with the Interruptible Gas Service Extension Policy Rate 119, attached hereto and incorporated herein, and Customer agrees that, prior to construction of same, Customer will pay to Company the required cost participation for the Project, in the sum of \$ _____, to be paid as follows:

2. It is further agreed that after facilities have been placed in service, Company shall recalculate the Customer's cost participation as outlined below:

Final Actual Cost of Project	\$ _____
Adjusted for Federal and State Income Taxes	\$ _____
Preliminary Cost Participation	\$ 0.00
Difference to be: <input type="checkbox"/> Paid to Company	\$ _____
<input type="checkbox"/> Refunded to Customer	\$ _____

3. Interest will be paid by Company to Customer on any refunds made to Customer who has made a cash contribution for the Project. On any refund amounts, interest will be calculated annually by the Company at the rate required pursuant to the Interruptible Gas Service Extension Policy Rate 119 applicable in the state in which the Project is located.

4. "Project", as used in this Agreement, shall include the gas main extension(s), valves, service stub(s), or service line(s) complete where applicable, regulators, meters (excluding electronic measurement equipment), any required payments made by the Company to the transmission pipeline company to accommodate the extension(s), and other costs as adjusted for applicable federal and state income taxes.

5. This Agreement applies only to Company-owned facilities and does not apply to Customer-owned gas service lines. Company shall not be liable for any damages on account of injury to or death of persons, or damage to property, due to the operation, maintenance, repair or replacement of the Customer's service line or customer-owned piping and equipment. All duties and liabilities in this respect are assumed by the Customer.

6. The following additional terms and conditions shall apply to Company's construction of a gas main and installation of the necessary facilities as follows:

7. The following listed documents are attached hereto, and incorporated herein as part of the Agreement:

- Interruptible Gas Service Extension Policy, effective date;
- Estimate of Construction Costs;
- Map showing the route of the extension;
- Economic Analysis of the extension.

8. This Agreement shall be binding upon and inure to the benefit of the parties, their respective successors and assigns; but the assignment of this Agreement by either party shall not relieve such party, without the written consent of the other, from any of the obligations undertaken by this Agreement. Further, this Agreement shall expire on December 1, of the year in which it was signed by the Company, or on the following date, _____, whichever is later, if construction of the extension has not begun. If the Agreement expires, Company will refund any deposit made by Customer and, thereafter, all parties shall be relieved from any and all further liability in connection with this Agreement.

a. If, within the five-year period after the extension(s) in service date, the total of customer's contribution and actual margin to the Company equals or exceeds the total present value of the revenue requirement associated with the extension, the Company shall refund the amount exceeding the revenue requirement, in accordance with the Interruptible Gas Service Extension Policy Rate 119.

b. No refund shall be made by Company to Customer after the five-year refund period has expired, and in no case shall the refund, excluding interest, exceed the amount of contribution made by the Customer.

MONTANA-DAKOTA UTILITIES CO.
A Division of MDU Resources Group, Inc.

Customer	Date	Region Manager	Date
----------	------	----------------	------

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
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CUSTOMERS AGREEMENT FOR GAS EXTENSION

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Z1467(12-91)
(Rev. 11/99)

**FIRM GAS SERVICE
EXTENSION AGREEMENT (RATE 120)**

THIS AGREEMENT, made and entered into this _____ day of _____, by and between
MONTANA-DAKOTA UTILITIES CO., a Division of MDU Resources Group, Inc., a Delaware Corporation, 400 North Fourth Street,
Bismarck, North Dakota, hereinafter called "Company," and _____
hereinafter called "Customer," whether one or more.

WHEREAS, Customer has requested that Company provide natural gas service to Customer at the following location:

County of _____ State of _____ and

WHEREAS, such service will necessitate the construction by Company of a gas main extension and the installation of the necessary facilities.
NOW, THEREFORE, in consideration of the mutual covenants and agreements herein contained, it is hereby agreed as follows:

1. Company agrees to construct and install said natural gas Project in accordance with the Firm Gas Service Extension Policy Rate 120 and Customer agrees that, prior to construction of same, Customer will pay to Company the required cost participation for the Project, in the sum of \$ _____, to be paid as follows:

2. It is further agreed that after facilities have been placed in service, Company shall recalculate the Customer's cost participation as outlined below:

Final Actual Cost of Project	\$ _____
Less Maximum Allowable Investment (per Rate 120)	\$ _____
Final Cost Participation	\$ _____
Preliminary Cost Participation	\$ 0.00
Difference to be: <input type="checkbox"/> Paid to Company	\$ _____
<input type="checkbox"/> Refunded to Customer	\$ _____

3. Interest will be paid by Company to Customer on any refunds made to Customer who has made a cash contribution for the Project. On any refund amounts, interest will be calculated annually by the Company at the rate required pursuant to the Firm Gas Service Extension Policy Rate 120 applicable in the state in which the project is located.

4. "Project", as used in this Agreement, shall include the gas main extension(s), valves, service stub(s), or service line(s) complete where applicable, any required payments made by the Company to the transmission pipeline company to accommodate the extension(s), and other costs excluding the distribution meter and regulator.

5. This Agreement applies only to Company-owned facilities and does not apply to Customer-owned gas service lines. Company shall not be liable for any damages on account of injury to or death of persons, or damage to property, due to the operation, maintenance, repair or replacement of the Customer's service line or customer-owned piping and equipment. All duties and liabilities in this respect are assumed by the Customer.

6. The following additional terms and conditions shall apply to Company's construction of a gas main and installation of the necessary facilities as follows:

7. The following documents are attached hereto, and incorporated herein, as part of the Agreement:

- Estimate of construction costs
- Map showing the route of the extension
- Economic analysis of the extension
- Firm Gas Service Extension Policy, effective date:

8. This Agreement shall be binding upon and inure to the benefit of the parties, their respective successors and assigns; but the assignment of this Agreement by either party shall not relieve such party, without the written consent of the other, from any of the obligations undertaken by this Agreement. Further, this Agreement shall expire on December 1, of the year in which it was signed by the Company, or on the following date, _____, whichever is later, if construction of the extension has not begun. If the Agreement expires, Company will refund any deposit made by Customer and, thereafter, all parties shall be relieved from any and all further liability in connection with this Agreement.

a. If, within the five-year period after the extension(s) in service date, the number of active customers and related volumes exceeds the projections used in the economic analysis, the Company shall recompute the participation requirement by recalculating the maximum allowable investment, in accordance with the Firm Gas Service Extension Policy Rate 120. No refund shall be made by Company to Customer until the new applicants begin taking service from the Company.

b. If after the aforementioned five-year period, the Customer's participation amount of \$ _____ has not been fully refunded by that time, the obligation of the Company to make refunds shall cease. In no event, shall the total amount of refunds exceed the amount paid to Company hereunder.

MONTANA-DAKOTA UTILITIES CO.
A Division of MDU Resources Group, Inc.

Customer _____ Date _____ Region Manager _____ Date _____

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
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**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

GAS SERVICE ORDER

Section No. 6
Original Sheet No. 21
Canceling Vol. 1 Sub. Original Sheet No. 28

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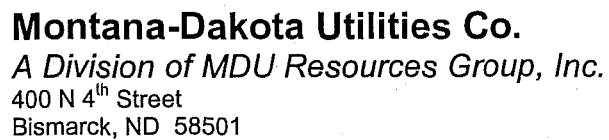
GAS SERVICE ORDER (Form 2001 Rev. 1-01) FARM TAP ACCOUNT: YES NO		CUSTOMER ACCOUNT NO.: _____	
REGION _____ SERVICE ADDRESS _____		STUB WORK ORDER NO. _____ DOC NO. _____	
EFV: YES NO TOWN _____ STATE _____ ADDITION _____		SERVICE LINE WORK ORDER NO. _____ DOC NO. _____	
TOWNSHIP/RANGE _____ SECTION _____ BLOCK _____ LOT _____ CITY LIMIT: _____		GAS MAIN EXTENSION WORK ORDER NO. _____ DOC NO. _____	
MAP NO. _____ SUBDIVISION _____ ROUTE _____ OUTSIDE _____ LOCALITY NO. _____		CREDIT APPROVAL: _____ MAIN EXTENSION REQUIRED? YES NO	
SERVICE ORDER EXPIRATION DATE: _____		CONTRIBUTION MAIN? YES NO CONTRIBUTION RECEIVED? YES NO	
Customer Name: _____		SPECIAL INSTRUCTIONS: _____	
Mailing Address: _____		_____	
Telephone Number: Home: _____		_____	
Work: Cell: _____		_____	
ACCT. NO. _____ ESTIMATE / BID _____		TOTAL COSTS _____	
Excess Flow Valve: 5" 7" 1" _____		LABOR \$ _____ MATERIALS \$ _____ EQUIPMENT \$ _____	
New Service Line, Price Per Foot (28796) \$ _____		JOB START DATE: _____ JOB COMPLETION DATE: _____	
New Service Line, Time & Material (28796) \$ _____		HOURS _____ GAS MAIN WORK (2887) _____ BILLABLE: YES NO	
Replacement Service Line, Price Per Foot (28797) \$ _____		HOURS _____ GAS STUB WORK (2892) _____ BILLABLE: YES NO	
Replacement Service Line, Time & Material (28797) \$ _____		WORKED PERFORMED: _____	
Relocate or Repair Portion of SL (28798) \$ _____		_____	
Installation of Customer Owned Line (8348) (May require signed merchandise order)		_____	
Related charges \$ _____		_____	
<input type="checkbox"/> Residential <input type="checkbox"/> New Construction <input type="checkbox"/> Billing in Full		_____	
<input type="checkbox"/> Mobile Home <input type="checkbox"/> Conversion <input type="checkbox"/> 12 Payments		_____	
<input type="checkbox"/> Commercial <input type="checkbox"/> Replacement <input type="checkbox"/> Other: _____		_____	
ESTIMATED GAS INPUT: _____ CFH		_____	
<p>IT IS THE CUSTOMER'S RESPONSIBILITY TO LOCATE AND MARK PRIVATE UNDERGROUND FACILITIES ON THIS PROPERTY. THE CUSTOMER SHALL BE RESPONSIBLE FOR DAMAGES TO UNMARKED FACILITIES OR FOR CHANGES RESULTING FROM IMPROPER METER LOCATION OR GRADE LEVEL. PRICES PERTAIN TO NORMAL DIGGING AND BACKFILLING CONDITIONS. ADDITIONAL CHARGES WILL BE LEVIED FOR: 1) Excavating in frozen or rocky ground, 2) concrete/asphalt removal and/or replacement, 3) tamping to meet compaction specifications, and 4) hand digging/backfilling to meet landscaping specifications.</p>			
<p>I RECEIVED INFORMATION CONCERNING EXCESS FLOW VALVES AND REQUEST/DECLINE (CHECK THE APPROPRIATE RESPONSE) TO HAVE AN EXCESS FLOW VALVE INSTALLED ON THE SERVICE LINE I REQUESTED. I agree to all conditions of this order.</p>			
CUSTOMER SIGNATURE _____ DATE _____		ENGINEERING DATA: _____	
ORDER RECEIVED BY _____ DATE _____		ASPHALT/CONCRETE: YES NO JOINT TRENCH: _____	
		CURB BOX: YES NO TELEPHONE _____ POWER _____	
		METER GUARD: YES NO CABLE TV _____ REC _____	
		REG/OFFICE SIZE: _____	
		METER SIZE: _____ RISER LOCATION: _____	
		RISER SIZE: _____	
		IS RISER CATHODICALLY PROTECTED? YES NO	

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Section No. 6
Original Sheet No. 21.1

Page 2 of 2

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 22

FACILITIES RELOCATION AGREEMENT

Page 1 of 1

FACILITIES RELOCATION AGREEMENT

THIS AGREEMENT is entered into this _____ day of _____, 19____, by and between MONTANA-DAKOTA UTILITIES CO., a Division of MDU Resources Group, Inc. (hereinafter "Montana-Dakota"), and _____, whose address is _____ (hereinafter "Requestor").

WHEREAS, Requestor desires the relocation of (gas) (electric) facilities by Montana-Dakota and Montana-Dakota is willing to relocate the facilities in accordance with the terms and conditions of this Agreement;

NOW, THEREFORE, Montana-Dakota and Requestor agree as follows:

1. Requestor desires the relocation of (gas) (electric) facilities at the following address:

Order/GSSO/ECO Number _____
Date of Request: _____
Requestor Billing Address: _____

2. The estimated cost of the desired relocation of facilities is _____. A deposit of _____ shall be made by Requestor with Montana-Dakota prior to relocation work commencing. Upon completion of the relocation work, Montana-Dakota shall determine the actual cost of relocation. If the actual cost of relocation exceeds the amount of deposit, Requestor shall pay Montana-Dakota the difference between the amount of deposit and the actual cost within 30 days from billing. If the amount of the deposit exceeds the actual cost of the relocation, Montana-Dakota shall refund the difference to Requestor within 30 days after job completion. If the relocation work has not commenced within 60 days from the above Agreement date, this Agreement shall expire and Requestor's deposit shall be refunded within 30 days thereafter.

3. This Agreement shall be binding upon the parties, their respective successors and assigns. The assignment of this Agreement by either party shall not relieve such party, without the written consent of the other, from any of the obligations undertaken by this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date above written.

REQUESTOR

**MONTANA-DAKOTA UTILITIES CO.,
a Division of MDU Resources Group, Inc.**

By: _____

By: _____

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 23

WARNING NOTICE

Page 1 of 1

WARNING NOTICE

NAME: _____
ADDRESS: _____
TOWN: _____ METER: _____

We have observed your _____
(Name of appliance)
and found an unsafe/unsatisfactory condition due to:

This condition can be corrected by:

**IN THE INTEREST OF SAFETY AND GOOD
SERVICE, YOU ARE URGED TO HAVE YOUR
LOCAL CONTRACTOR OR
MONTANA-DAKOTA UTILITIES CO.
CORRECT THIS CONDITION AT ONCE.**

After the repair or replacement is completed, please notify
our customer service department at: **1-800-638-3278**

• **UNSATISFACTORY CONDITION EQUIPMENT:**
☐ LEFT ON ☐ LEFT OFF

• **UNSAFE CONDITION EQUIPMENT:**
☐ SHUT OFF ☐ LEFT ON (Explain)

NOTICE REC'D BY: _____
(Customer Signature)
☐ Owner ☐ Occupant ☐ Other _____

MDU By: _____

Date: _____

Certified Letter Sent (Date): _____

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Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 24

TEMPORARY CONSTRUCTION HEAT AGREEMENT

Page 1 of 1

TEMPORARY CONSTRUCTION HEAT AGREEMENT

THIS AGREEMENT, entered into this _____ day of _____, 20____, by and between Montana-Dakota Utilities Co., a Division of MDU Resources Group, Inc., 400 North Fourth Street, Bismarck, North Dakota, hereinafter referred to as "Company", and _____, hereinafter referred to as "Customer."

WHEREAS, Company is a public utility engaged in the sale of natural gas; and

WHEREAS, Customer has requested that Company provide natural gas service for temporary heating purposes during construction at the following-described property:

NOW, THEREFORE, In consideration of the mutual promises and covenants herein contained, it is mutually agreed as follows:

1. Company agrees to provide natural gas service to Customer at the above-described property on an interruptible/firm basis for temporary heating purposes. Customer agrees to pay Company for said service in accordance with Company's filed rates and agrees to pay Company for the installation of any temporary service lines, meters, regulators and/or other equipment, as well as for removal of the same upon termination of said service, the amount of such payment to be commensurate with the amount customarily charged by Company for such installation and/or removal.
2. Customer represents and warrants that all equipment used to supply temporary heat to the above-described property is approved by a nationally recognized testing agency or authority and is and will remain in good, workable and safe condition. Customer further represents and warrants that the said equipment is or will be installed in a good, workmanlike and safe manner so that same may be used without the creation of an unsafe or hazardous condition to persons or property. Customer further represents and warrants that the said equipment will meet the following standards:
 - (a) All heating units designed for venting will be adequately and safely vented.
 - (b) Adequate fresh air ventilation will be provided to approved unvented heating units so that operation of the units will not create an unsafe or hazardous working atmosphere.
 - (c) Where heating units are connected with a flexible hose, the hose will be AGA or UL approved and have a working pressure at least 350 psi and be located so that it will not be damaged in any way by any construction or other activities. A shut-off valve will be installed at the inlet end of the hose.
 - (d) Pressure regulators at equipment will be properly installed and vented.
 - (e) Gas pressure will be limited to ten (10) psig in any piping inside the building.
 - (f) Gas piping installations (including material and size), as well as all heating and auxiliary equipment, will comply with all code standards and requirements, as well as all Federal, State or local rules and regulations.
 - (g) Flexible metal tubing such as corrugated stainless steel tubing (CSST) will not be used in temporary installations.
 - (h) Flexible hose that will be operating between 14" WC (1/2 PSIG) up to and including 5 PSIG will be tested at a minimum pressure of 60 PSIG for a minimum of 30 minutes, and systems designed for over 5 PSIG up to and including 10 PSIG will be tested at 100 PSIG for a minimum of 30 minutes.
3. Customer agrees to indemnify and hold the Company harmless from and against any and all claims and liability for loss, injury, or damages to person or property arising directly or indirectly from the breach of any warranty or representation contained herein and/or from the installation or operation of any equipment connected to the Company's service lines.
4. This Agreement shall not be construed as granting to Customer a priority to gas, and it is agreed that Company shall not be liable to Customer for interruption or suspension of service.

IN WITNESS WHEREOF, the parties hereto have caused these presents to be executed as of the day and year first above written.

MONTANA-DAKOTA UTILITIES CO.

BY: _____

CUSTOMER: _____

BY: _____

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